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FLICC 

***Federal Library and
Information Center Committee
Annual Report
Fiscal Year 1992***

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Service and Guidance to all Federal Libraries and Information Centers

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About FLICC/FEDLINK

The Federal Library and Information Center Committee (FLICC) was created in 1965 as the Federal Library Committee by joint action of the Library of Congress and the Bureau of the Budget (currently the Office of Management and Budget). FLICC's purpose is to achieve better utilization of federal library and information center resources and facilities through professional development, promotion of services, and coordination of available resources.

FLICC is also responsible for making recommendation on federal library and information policies, programs, and procedures to federal agencies and to others concerned with libraries and information centers.

FEDLINK (the Federal Library and Information Network) is a cooperative program of FLICC. The network offers any federal agency, through its library, information center, or other information oriented office, the opportunity to enhance the resources available to meet the requirements of its personnel.

FEDLINK was established in 1976 to allow federal libraries to participate in the Online Computer Library Center (OCLC). Using FEDLINK service contracts, federal libraries, information centers, and other offices obtain services directly from commercial sources. These contracts usually provide substantial discounts not available to individual customers. For both large- and small-volume users, this approach secures favorable terms assuring lower costs.

Through FEDLINK, agencies have cost-effective access to a number of information on operations support services including online reference databases from the major vendors, online cataloging, interlibrary loan, acquisitions, and serials control from bibliographic utilities, and ordering services of book jobbers and serials subscription agencies.

The FEDLINK program for electronic database retrieval services operations under the Library of Congress' Delegation of Procurement authority granted from the General Services Administration. Arrangements for initiation and payment for these and other appropriate services are authorized by the Economy Act and are governed by interagency agreements executed by participating federal agencies and the Library of Congress, acting on behalf of FLICC.

In addition to providing cost-effective library bibliographic services and other library services and products for member libraries and information centers, the network has functioned as a center for evaluating new library technologies.

For further information about our services, write FLICC, Library of Congress, Washington, DC 20540, or telephone the FEDLINK FISCAL HOTLINE, (202) 707-4900. The Fax number is (202) 707-4999.

Mary Berghaus Levering
FLICC Executive Director

Table of Contents

The Federal Library and Information Center Committee (FLICC)	1
FLICC Quarterly Membership Meetings	4
FLICC Working Groups	4
FEDLINK	
FLICC Binding Working Group	
FLICC Cooperative Reference Working Group	
FLICC Education Working Group	
FLICC Federal Law Librarians	
FLICC Finance Working Group	
FLICC Membership and Governance Working Group	
FLICC Nominating Working Group	
FLICC Personnel Working Group	
FLICC Policy Working Group	
FLICC Preservation Working Group	
FLICC Statistics Working Group	
Federal Librarians and WHCLIS II	
FLICC Publications	10
FLICC Education Programs	11
FEDLINK (Federal Library and Information Network)	12
LC/Inspector General's Follow-up Review of GAO's	
Audit Report	13
FEDLINK Advisory Council (FAC)	14
FEDLINK Membership Meetings	14
FEDLINK Internet Planning Group	15
FEDLINK Network Operations	15
OCLC Network Activity	
FEDLINK OCLC Member Activity	
FEDLINK Training Classes	16
Library Automation Resource Service (LARS)	17
FEDLINK Procurement Program	17
Database Services	
Serials Subscription Services	
Monographs	
Library Support Services	
FLICCNet LAN/Systems Management Information	
Network (SYMIN)	19
Move to Market Square	
Network Problems	
SYMIN Development	
Other LAN Developments	
FFO Interactivity	
FEDLINK Fiscal Operations	20
Summary Statistics	21
Member Services	22

No-Year/Multi-Year Fund Transactions	
Communications	
Transfer Pay Accounting Services	23
Data Entry	
Invoice Processing	
Interest Payments	
Statement Processing	
FEDLINK Vendor Services	25
Financial Management	25
FY '92 Reconciliations	
FY '91 Year End Reconciliation	
FY '90 and Prior Year Reconciliation	
Financial Reporting	
Budget and Revenue	26
Personnel Support and Administration	26
Summary	27
List of Attachments	
1. FLICC Membership and Working Groups FY '92	
2. FLICC Educational Programs and Seminars FY '92	
3. FLICC/FEDLINK Publications FY '92	
4. Number of FEDLINK Members by State in FY '92	
5. FEDLINK Membership Statistics	
6. FEDLINK Vendor Statistics	
7. Budget and Revenue Statistics	
8. FEDLINK Fiscal Operations Processing Statistics	

Federal Library and Information Center Committee

Annual Report Fiscal Year 1992

Fiscal year 1992 was the first full year that the Federal Library and Information Center Committee (FLICC) operated under the new *FLICC Bylaws* which were signed by the Librarian of Congress, James Billington, on July 16, 1991. FY '92 marked a period of consolidation and continuing progress for FLICC and its operating network FEDLINK.

FLICC began FY '92 by moving to new headquarters to Market Square Annex (MSA) in downtown Washington, enabling the consolidation of FEDLINK Fiscal Operations (FFO) formerly located at the Library of Congress (LC) Navy Yard Annex with FLICC and FEDLINK Network Operations (FNO) formerly located in the LC Adams Building. The move brought the long-separated units together and expanded the space available for FEDLINK training classes.

The FLICC membership was expanded from 32 members to the 57 members in accordance with the *FLICC Bylaws*. During FY '92 FLICC conducted its first three-phase election under the new bylaws. The expanded membership includes one new permanent member which is the chair of the FEDLINK Advisory Council (FAC), 15 rotating representatives directly elected by FEDLINK members, and nine rotating members elected by the FLICC permanent members.

During FY '92 FLICC concentrated on continuing to ensure strict compliance and vigilant follow-up with all federal regulations appropriate to the FEDLINK program. FLICC submitted the first report of a "limited review" of the FEDLINK financial management system to the LC Financial Services Directorate (LC/FSD) in late December. The LC/Inspector General (LC/IG) audited LC and the FEDLINK program again to update its 1989 investigation and report on the current status of the FEDLINK program. The LC/IG's follow-up review of the 1988 Government Accounting Office (GAO) Financial Audit of LC was released by the LC/IG on August 21. The review concluded that problems previously discovered in the FEDLINK program had been corrected, and also identified four additional FEDLINK control problems that are currently being addressed by FEDLINK.



**Mary Berghaus Levering
FLICC Executive Director**

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The accounting firm of Price Waterhouse (PW) provided 872 hours of financial analysis and review services from March through August to ensure that necessary improvements in the FEDLINK program were accomplished. The PW team also worked on review and compliance of FEDLINK's networked automated system, Systems Management Information Network (SYMIN), including data integrity, testing, and analysis.

Installation of FLICCnet, the FLICC local area network (LAN) that supports SYMIN, and other networked office communications functions for FLICC and FEDLINK, were completed during the year improving FLICC's automation support. FLICC's systems design team moved FLICC and FEDLINK communications operations to MSA with a minimum of program disruption; tackled, identified, and resolved LAN problems that had disrupted operations for several months; and continued to develop and refine SYMIN's capabilities.

FEDLINK inaugurated additional complex procurement procedures in order to meet all federal requirements when the FY '93 FEDLINK Serials Subscription Services competition began early in FY '92. Aided by a consultant, FNO staff developed and introduced a new Request for Quote (RFQ) process in FEDLINK serials procurement that utilized advanced registration to provide for competition among the four FEDLINK serials subscription agents awarded FEDLINK Basic Ordering Agreements (BOAs). The specially designated FNO serials team coordinated the enormous amount of work generated by the new serials requirements with LC Contracts and Logistics Services (LC/C&L) to ensure the program met the needs of FEDLINK members at the same time it met all appropriate federal procurement regulations.

FEDLINK network librarians continued to provide a variety of technical training courses to help federal librarians stay ahead of changing library technology. In FY '92 FEDLINK network librarians conducted 125 classes, training 1,033 federal library staff.

FLICC continued to work with its 12 working groups on numerous issues of concern to federal librarians and forged strong cooperative relationships with other major federal agencies. Of special significance to all federal librarians are the contributions of the FLICC Personnel Working Group in cooperation with the Office of Personnel Management (OPM) to develop revised Classification and Qualification Standards for the GS 1410, 1411, and 1412 Library Series which resulted in OPM's assigning a classification specialist to develop the drafts.

The FLICC Binding Working Group spearheaded a successful effort in working with the Government Printing Office (GPO) to implement the new GPO binding contract for federal libraries with improved technical specifications for quality assurance of all federal library binding work. Additionally, FLICC working groups focused on revision of the 1978 federal library statistics, preservation concerns, Internet and the emerging national networks, and education.

The FLICC Education Working Group continued to offer a comprehensive education program addressing such topics as preservation, information access and dissemination, library technology, and binding. The FLICC education program also initiated a new series of "Great Escapes" brown bag lunch seminars hosted at various federal libraries in the DC metropolitan area. FLICC initiated work to form a new FLICC Working Group of federal librarians to follow-up with the White House Conference Library and Information Services Task Force (WHCLIST) on the 1991 White House Conference on Library and Information Services (WHCLIS II). FLICC also took action to reconstitute the FLICC Reference Services Working Group.

Highlights of FLICC and FEDLINK's extensive publications production in FY '92 included an expanded and reformatted FEDLINK FY '92 Services Directory; a comprehensive new Directory of FLICC Members and Working Groups, a FLICC Special Report on the accomplishments of the federal library delegation at the Second White House Conference on Library and Information Services (WHCLIS II); and a double issue publication of the combined summaries and papers from the 1991 and 1991 Annual FLICC Forum on Federal Information Policies.

Toward the end of FY '92, FLICC faced the challenge of ensuring all FY '92 budget obligations were met before the close of FY '92. When budget analysis during the summer showed actual signed commitments were too slow in being returned, FLICC undertook a series of actions to reverse the situation. From June through September control of the FY '92 operating budget and follow-up with members became a top priority. Staff took many effective steps to ensure that members transferred funds owed to LC/FEDLINK and FEDLINK vendors before September 30 to cover both obligations of the direct program and LC overhead costs. Before the close of FY '92 FLICC achieved more than 100 percent of FY '92 obligations.

The Federal Library and Information Center Committee (FLICC)

As FLICC moved during FY '92 to fully implement the 1991 *FLICC Bylaws* that expanded membership, more members of the federal library and information center community than ever before were involved in an increasing array of FLICC and FEDLINK programs. Issues critical to federal libraries and information centers were presented in tandem with business conducted at FLICC Quarterly Membership Meetings, bi-monthly meetings of the new FLICC Executive Board that replaced the former FLICC Executive Advisory Committee, and frequent meetings of standing and *ad hoc* FLICC Working Groups. FLICC and its working groups

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worked closely with appropriate LC personnel to develop and schedule presentations on major developments by such key federal agencies as OMB, the Government Printing Office (GPO), OPM, and the National Science Foundation (NSF).

FLICC Quarterly Membership Meetings

First Quarter: Issues Related to OMB Circular A-130: At the first FLICC Quarterly Membership Meeting on December 13, members received a presentation by Robert Veeder, (OMB) on issues related to OMB's Circular A-130, "Management of Federal Information Resources," and participated in a special tour of LC's renovated Main Reading Room presented by Ellen Hahn (LC) and Victoria Hill (LC).

Second Quarter: GPO/2001: The second FLICC Quarterly Membership Meeting on February 27 included: an official welcome to the expanded FLICC membership group by Curran; members' discussion of FLICC's strategic position by the year 2000; a presentation by William Hohns, deputy public printer, GPO, on the report "GPO/2001: Vision for a New Millennium"; and an update on "The Role of Federal Librarians in the National Research and Education Network (NREN) and Internet (FEDLINK as an Internet Node)" by Joan Lippincott, assistant director, Coalition for Networked Information, and Erik Delfino, (FNO).

Third Quarter: OMB's Revision of Circular A-130 Revisited: During the third FLICC Quarterly Membership Meeting on June 11, Peter Weiss (OMB) briefed FLICC members on OMB's proposed revision of Circular A-130. Anne Heanue (American Library Association, Washington Office), Ken Allen (Information Industry Association), James Love (Taxpayers Assets Project), and Kurt Molholm (Defense Technical Information Center and, chair, FLICC Policy Working Group).

Fourth Quarter: LC & NSF Reports on Technology: During the fourth FLICC Quarterly Membership Meeting on September 24, Dr. William Ellis, associate librarian, LC Science and Technical Information, addressed "Library of Congress/Science and Technology Information 1992 Accomplishments," and Dr. Y.T. Chien, division director, Information Robotics and Intelligence Systems, NSF, addressed "National Science Foundation Grand Challenges 1993: High Performance Computing and Communications as it Relates to the Library of the Future".

FLICC Working Groups

During FY '92 FLICC supported 12 active working groups. At FLICC's request, each working group either revised or prepared an updated mission statement and membership list. These were compiled in FLICC's first *Directory of FLICC Members and Working Groups*, published at the end of the fiscal year. The FLICC office standardized the preparation and distribution of minutes for each working group meeting and also received written annual reports from all working group chairs.

FLICC working groups engaged in ongoing specialized activities critical to the library and information center community. In addition to the 11 established FLICC Working Groups, the FLICC References Services Working Group was reconstituted in FY '92 and work began to initiate the formation of a FLICC Working Group to follow-up with WHCLIST on WHCLIS II recommendations and actions.

FEDLINK: See separate section, page 13 for a full report.

FLICC Binding Working Group: Several years of hard work by the librarians on the FLICC Binding Working Group tracking the federal binding contract of the GPO resulted in substantial progress in FY '92. The Term Contracts Division of GPO accepted nearly every FLICC-recommended change to the B405-S library binding contract. The contract, issued by GPO on June 18, 1992, contains detailed specifications for all phases of the binding process, holds the contractor financially accountable for excessive errors, and provides a three-year guarantee for the bound volumes from the date of binding. Members of the FLICC Binding Working Group participated in several sessions with GPO representatives in which additions and deletions to the contract were negotiated. Several members provided sample volumes from their libraries to be used as bid samples. The LC representative to the FLICC Binding Working Group reviewed the bid samples submitted to GPO by the bidders, and the National Library of Medicine (NLM) representative accompanied the GPO Quality Assurance Team to Richmond, VA, on a pre-award survey of the contractor's facility. In FY '92 the FLICC Binding Working Group co-sponsored with the FLICC Preservation Working Group the all-day seminar on June 16, 1992 on "Library Binding—Taking a Second Look." The FLICC Binding Working Group sponsored a program on September 23, 1992 with a representative of the new contract binder, American Bindery-East, and began planning for an early FY '93 seminar for staff of federal libraries at which representatives from the binder and GPO will discuss the new contract and library binding issues. Much of the FLICC Binding Working Group's work was accomplished at six meetings during FY '92.

FLICC Cooperative Reference Working Group: The FLICC Cooperative Reference Working Group was revitalized during FY '92. Murray Bradley (Naval Research Laboratory) agreed to reconstitute the group and designed a plan to request volunteers. Bradley drafted a memo to FLICC members and contacted some previous working group members to confirm interest levels. A mission statement was adopted in June 1992 and a volunteer effort was in process at the end of the fiscal year.

FLICC Education Working Group: The members of the FLICC Education Working Group met 6 times during the year to organize programs on topics of

The FLICC Binding Working Group spearheaded a successful effort in working with the Government Printing Office (GPO) to implement the new GPO binding contract for federal libraries with improved technical specifications for quality assurance of all federal library binding work. (page 2)

The FLICC Education Working Group continued to offer a comprehensive education program addressing such topics as preservation, information access and dissemination, library technology, and binding. (page 3)

significance to federal librarians and information specialists in such areas as OMB Circular A-76, emerging information policies, and internal database development.

The group continued to offer the popular "LC Orientation to Collections and Services for Federal Libraries" series in conjunction with LC Visitor Services; and instituted a new "Great Escapes" brown bag series hosted at various federal libraries in the DC metropolitan area (see FLICC Education Programs, page 11 and Attachment 2 for a complete list of programs sponsored by the FLICC Education Working Group).

FLICC Federal Law Librarians: Maintaining its affiliation as a section of the Law Librarians' Society of Washington, DC in addition to serving as a FLICC working group, the FLICC Federal Law Librarians sponsored several educational programs in FY '92. Programs included: a presentation by Johnny Killian, editor of the *Constitution of the United States of America: Analysis and Interpretation* and senior law specialist in the American Law Division of the LC/Congressional Research Service (CRS); a presentation by Edward J. Willett, law revision counsel for the US House of Representatives, on the preparation and publishing of the *US Code*; and the Seventh Annual Agency Day Program, featuring law librarians from three federal libraries, including Linda Corbelli of the Executive Office of the President Library, Shelley Dowling of the Library of the Supreme Court of the United States, and Greg Harness of the United States Senate Library. The group also hosted two social events to encourage networking and resource sharing within the federal law library community.

FLICC Finance Working Group: Members of the FLICC Finance Working Group met several times with FLICC staff during the spring to help develop the FY '93 FLICC Budget. The FLICC Finance Working Group conducted a survey of FEDLINK members to estimate their anticipated FY '93 service dollar funding to help FLICC's project service dollar levels for FY '93 and related fees. The proposed FLICC FY '93 budget and FEDLINK fee structure were discussed with the FEDLINK Advisory Council and FLICC Executive Board several times and submitted to LC management for approval on June 25. Susan Perella (Treasury), chair of the FLICC Finance Working Group and Camille Simmons (Justice), chair of the FAC, distributed the budget to FLICC members and FEDLINK voting members for review and comment and FLICC membership for review and vote on July 8.

FLICC Membership and Governance Working Group: With the implementation of the new *FLICC Bylaws* in FY 1992, the FLICC Membership and Governance Working Group was on a standby basis ready to consider new issues. James Byrn (TRALINET) served as FEB liaison until his retirement from federal service in September, 1992.

FLICC Nominating Working Group: FLICC's annual three-phase election process under the new bylaws was handled by the FLICC Nominating Working

Group. The second and third phases of the 1991 election process — election of nine rotating members to FLICC and election of candidates from the FLICC membership to serve on the FEB — were conducted and completed during the first quarter of FY '92. Members of the 1992 working group communicated chiefly through fax and the ALIX bulletin board. They met in May 1992 to approve the proposed mission statement and begin to prepare for the 1992 election process, beginning with phase one of the annual election process, the election to FLICC of five FEDLINK rotating members, three of whom also serve on the FAC. The working group prepared a slate of candidates for the FEDLINK rotating members to FLICC and the ballot was mailed on July 6. Phase two of the 1992 process was distribution of a ballot on September 15 for election of three additional federal library rotating members to FLICC for three-year terms.

FLICC Personnel Working Group: During FY '92 the FLICC Personnel Working Group continued its ambitious efforts in cooperation with OPM to develop revised Classification and Qualification Standards for GS 1410, 1411, and 1412 Library Series. Meeting 6 times during the year, the group worked closely with Jean Stewart of OPM, proposed suggestions for OPM fact-finding visits, conducted a comprehensive review of graduate/undergraduate programs in library science, worked with consultant Ray Crosby to develop draft qualification standards, and collaborated in writing a paper on the "Qualification Needs for Federal Librarians." In a November 18 memo to FLICC members and federal library directors, Louise Nyce (Pentagon), chair of the FLICC Personnel Working Group, briefed them on the proposals to revise OPM classification standards. The working group planned for dissemination and response to OPM's draft revisions of Classification Standards for library series GS 1410, 1411, and 1412 positions expected to be released for comment by OPM early in FY '93. Additionally, the group finalized its detailed report on "Qualification Needs for Federal Librarians" and undertook the final edit of the paper in September.

FLICC Policy Working Group: During FY '92 the FLICC Policy Working Group met two times. Harold Relyea, CRS, provided a briefing on current information policy issues at the October meeting while the June meeting focused on proposed revisions to OMB Circular A-130, and laid the groundwork for preparation of FLICC's draft comments during July and August 1992. The 14 active members of the working group also followed the progress of several pieces of legislation critical to FLICC members, especially two that became law, the *High Performance Computer Technology Act* of 1991 (a measure that included NREN) and the *American Technology Preeminence Act* of 1991. Several working group members attended the joint Senate/House hearings on H.R. 2772, *GPO Wide Information Network for Data Online Act* of 1991

The FLICC Personnel Working Group in cooperation with the Office of Personnel Management (OPM) (contributed to the) revised Classification and Qualification Standards for the GS 1410, 1411, and 1412 Libraries Series which resulted in OPM's assigning a classification specialist to develop the drafts. (page 2)

(WINDO) and its companion bill, S. 2813, *Gateway to Government Act* of 1992. The working group tracked other bills of significance that were either introduced or the subject of hearings: *The Information Infrastructure and Technology Act of 1992* (S. 2937), introduced July 1, 1992, a proposal that would authorize \$1.15 billion over the next five years to ensure long-term economic growth, specifically by insuring that the technology developed by the *High Performance Computer Technology Act* of 1991 is widely applied in K-12 education, libraries, health care, and industry, especially manufacturing; and the *Improvement of Information Access Act* (H.R. 3459), a measure that focused on standards, pricing, and access to government information, especially in electronic format.

In other actions by the FLICC Policy Working Group, comments were drafted for submission by the FLICC chair designate to OMB on its Policy Letter 92, on OMB's Circular A-76, regarding "inherently governmental functions" and to strongly recommend that "operation of libraries" be deleted from OPM's policy, and that federal libraries be recognized as inherently governmental functions. The Office of Government Ethics in August 1992 provided the final rule establishing the Standards of Ethical Conduct for Employees of the Executive Branch which FLICC had commented on in September 1991. As chair of the FLICC Policy Working Group, Kurt Molholm (DTIC) also represented FLICC at the fall 1991 and spring 1992 meetings of the Coalition for Networked Information. Comments were drafted for submission by the FLICC chair designate on September 21 to the National Commission on Libraries and Information Services (NCLIS) on NREN. Molholm also met with Michael Corrigan, GSA assistant commissioner for Telecommunications Services, and Henry Lai, GSA director of Telecommunications Customer Requirements, to discuss the subject of database/resource sharing among federal agencies and plan appropriate cooperation with FLICC members. Additionally, comments were drafted for submission to OMB on August 24 by the FLICC chair designate on the Proposed Revision of OMB Circular No. A-130.

FLICC Preservation Working Group: Composed of nine members and chaired by Ann Juneau (Smithsonian), the FLICC Preservation Working Group met seven times during FY '92. The FLICC Preservation Working Group co-sponsored with the FLICC Binding Working Group the Third FLICC Preservation Seminar entitled "Library Binding—Taking a Fresh Look," presented by Jan Merrill-Oldham of the University of Connecticut on June 16. The seminar and speaker attracted over 60 attendees. Other projects completed included: development and finalization of a new mission statement under the guidance of Maxine Sitts, a resource member from the Commission on Preservation and Access; initiation of a new column on preservation for the quarterly *FLICC Newsletter* by Dan Clemmer (State); publication of the paper "Preservation and the White House Conference on Library and Information Services July 9-13, 1991" by working group member Robert Schnare (Naval War College) in the journal *Conservation Administration*

News in January 1992. Other projects that were launched in FY '92 included: field visits organized in conjunction with the Great Escapes activities of the FLICC Education Working Group at the National Archives and Records Administration's Picket Street Annex and other sites; publication of abbreviated preservation resource lists covering such categories as agencies and experts for use on the FEDLINK ALIX Bulletin Board and in written format; preparation for a needs assessment survey on preservation to be conducted in FY '93 in conjunction with the survey of federal libraries; and consideration of a larger, expanded FLICC Preservation Working Group survey focusing solely on preservation.

FLICC Statistics Working Group: The FLICC Statistics Working Group was organized to update the federal library statistics of 1978 prepared by FLICC's predecessor, the Federal Library Committee, in cooperation with the National Center for Education Statistics (NCES). Reflective of FLICC's mission, the new survey instrument being developed by the working group seeks to include federal information centers along with federal libraries. The working group also serves as a resource for FLICC, NCES, and the Census Bureau in implementing the survey and analyzing the results. Accomplishments during FY '92 under FLICC Statistics Working Group chair Elizabeth Yeates (Nuclear Regulatory Commission) include: development of a mission statement, survey goals and objectives, and guidelines stressing responsibilities for survey completion; identification of the audience for survey results and the survey's uses, benefits, and final products; preparation of a draft statement of work for a consultant to assist in creating the survey instrument; and mobilization of the federal library and information center community through the formation of task forces and the issuance of two Calls for Volunteers. The chairs and accomplishments of task forces in operation in FY '92 included:

- **publicity**, Laurie Stackpole (National Research Laboratory), preparation of a plan with milestones and an initial article aimed at FLICC members;
- **mailing lists**, Marvin Bond (National Institute of Standards and Technology), investigation of two major mailing lists and securing of one for public document rooms;
- **services**, Ron Gordner (NLM);
- **policy issues**, Janice Kemp and Maria Pisa (National Agricultural Library);
- **assessment of federal libraries and information centers**, Milbrev Jones (Department of Education); and
- **final products**, Carol Kindel (NCES).

Federal Librarians and WHCLIS II: Doria Grimes (National Oceanic and Atmospheric Administration) and Davis McCam, federal library delegates to WHCLIS II, are both serving as FLICC's two official delegates to WHCLIS II.

The WHCLIST delegates focused on action items that would enable them to continue to follow-up on WHCLIS II resolutions in seven areas: copyright, access, initiatives, intellectual freedom, network access, conference follow-up, and contracting out.

At the June, 1992 FLICC Quarterly Membership Meeting, Grimes reported on the follow through on the 95 WHCLIS II resolutions by WHCLIST representatives, two from each state and the federal library sector, at their first annual three-day meeting in April 1992. Grimes was on the National Information Policy Group, responsible for tracking 19 of the resolutions. The WHCLIST delegates focused on action items that would enable them to continue to follow-up on WHCLIS II resolutions in seven areas: copyright, access, initiatives, intellectual freedom, network access, conference follow-up, and contracting out. WHCLIST continued its efforts at sessions during the summer ALA meetings. Plans were begun for the organization of a small FLICC working group to track federal library issues through WHCLIST and report to federal libraries on the follow through on WHCLIS II.

FLICC Publications

In FY '92 the FLICC Publications and Education (FPE) office became fully staffed with the addition of a Public Events Specialist (see Personnel Support and Administration, page 26), bringing to four the number of staff who support this important communications outreach to federal libraries and information centers. FPE maintained its extensive production schedule during FY '92 for two newsletters, the monthly *FEDLINK Technical Notes* and the quarterly *FLICC Newsletter* which included a 12-page issue (Summer 1991) issued in January that featured WHCLIS II delegation reports, and successfully migrated its publishing operations from the Apple Macintosh environment to upgraded IBM equipment. Annual publications produced by FPE during FY '92 included the expanded 884 page FY '92 *FEDLINK Services Directory*, an improved FY '93 *FEDLINK Services Registration Package*, the new FY '93 *FEDLINK Serials Subscription Package*, including the supplementary Special Serials registration forms, the FY '91 *FLICC Annual Report*, and the special FY '91 FLICC annual entry in the *Bowker Report*.

Special FPE projects included a 10-page FLICC Special Report on the federal delegates accomplishments at WHCLIS II which included the Federal Library Delegation Reports, a Summary of Federal Recommendations, How Federal Library Issues Fared at WHCLIS II, and Federal Sector Organization and Support for WHCLIS II publication of the combined summaries and papers of *Proceedings of FLICC Forums on Federal Information Policies: Combined Summaries of Proceedings, 1990 Forum, Access is the Key, and 1991 Forum, Building Information Superhighways: Supercomputing Networks and Libraries*. FPE also wrote the entry on federal libraries for the *Encyclopedia Americana* to be published by Grolier, Incorporated, and compiled and published the first comprehensive 1992 *Directory of FLICC Members and FLICC Working Groups*, listing 136 federal

representatives to FLICC and its working groups representing 73 different federal agencies and offices.

FPE continued to regularly produce FLICC management reports including the FLICC monthly and quarterly reports, as well as the minutes for the FLICC Quarterly Membership Meetings and the bi-monthly FLICC Executive Board meetings. In June of FY '92, FPE began compiling a bi-weekly FLICC staff news memorandum, *What's Happening at FLICC*.

Throughout the fiscal year, FPE also produced 10 Information Alerts, 25 Meeting Announcements and agendas, 5 press releases, 65 forms for FFO, and FNO as well as general administrative forms, and numerous charts, illustrations, and schedules.

In August 1992, FPE expanded its meeting logistical support functions to begin providing logistical and organizational support for all FLICC Working Group meetings, FLICC Executive Board Meetings and FLICC Quarterly Membership Meetings, and bi-annual FEDLINK Membership Meetings.

FLICC Education Programs

In conjunction with the FLICC Education Working Group, FLICC continued planning and offering the FLICC Contract Administration Series, FEDLINK Vendor Fairs, the Annual FLICC Forum on Federal Information Policies, its third Preservation Seminar, as well as numerous special seminars geared toward educating agencies about services available through the FEDLINK program. Additionally, FLICC initiated two new series in conjunction with the FLICC Education Working Group, the "Great Escapes; FLICC Orientation to Federal Libraries in the DC Area" and the "Orientation to the Library of Congress Collections and Services for Federal Libraries." FLICC also continued to cosponsor educational events with other library groups as follows:

- American Society for Information Science (ASIS), Potomac Valley Chapter;
- Council on Library/Media Technicians (COLT), Washington, DC Chapter;
- District of Columbia Library Association (DCLA);
- DC Online User Group;
- Law Librarians Society of Washington, DC (LLSDC);
- Special Libraries Association (SLA), DC Chapter for the 1992 Joint Spring Workshop;
- SLA, DC Chapter, Information Technology Group for the 1992 Information Technology Update; and
- WHCLIS, ALA, and the College of DuPage for the WHCLIS II Teleconference: A Library and Information Services Agenda for the 90s.

FLICC and FEDLINK's extensive publications production in FY '92 included an expanded and reformatted FEDLINK FY '92 Services Directory; a comprehensive new Directory of FLICC Members and Working Groups; and a double issue publication of the combined summaries and papers from the 1991 and 1991 Annual FLICC Forum on Federal Information Policies. (page 3)

Seven day-long seminars, five Great Escapes sessions, eight orientations to LC collections and services for federal libraries, and three brown bag lunch contract administration sessions were planned and sponsored by FLICC staff with the FLICC Education Working Group. FLICC staff provided logistical support for 11 FLICC and FEDLINK education programs, including four FEDLINK Vendor Fairs which were attended by a total of more than 1,500 members of the federal library and information center community.

FY '92 seminars included:

- October 28 Dealing with OMB Circular A-76: Contracting Out Federal Libraries
- March 17 1992 Annual FLICC Forum on Federal Information Policies, "The Future of Government Information: Money, Management, and Technology"
- April 3 1992 Joint Spring Workshop, "Moving Toward the Year 2000: Emerging Information Policies in the Electronic Age"
- April 22 1992 Information Technology Update, "Internal Database Development: Staying Out of Trouble"
- June 16 FLICC Preservation Seminar III, "Library Binding-Taking a Fresh Look"
- August 12 How to Use FEDLINK in FY '93
- September 23 Meet the New GPO Binder: American Bindery East

FY '92 FLICC Contract Administration Series and FEDLINK Vendor Fairs included:

- November 1 Document Delivery
- January 22 Database Retrieval Services- Scientific, Technical, Medical, Business, News, and Legal Information (vendor fair only)
- February 6 Serials Subscription Services
- August 18 Book Order Services

FY '92 Great Escapes included:

- January 30 The Library of Congress Gifts and Exchange Division
- February 11 The National Library of Medicine
- March 11 The Library of Congress Copyright Division-Update in Copyright Issues
- May 12 The Library of Congress Loan Division
- June 19 The Executive Office of the President Libraries, Old Executive Office Building

FEDLINK (Federal Library and Information Network)

FEDLINK is the national library network of cooperating federal libraries and information centers that offers these agencies the opportunity to procure through a central source the information resources needed to meet their agencies' requirements. Through FEDLINK almost 1,200 federal agencies including 849 federal libraries (FEDLINK voting members) received cost effective access to a number of automated information retrieval services for online research, cataloging, and interlibrary loan. Federal agencies also procured publications, serials, and

books through FEDLINK in FY '92 through LC/FEDLINK contracts with major vendors on behalf of FEDLINK members.

Analysis of FEDLINK members and member service activity categorized by federal agency shows that the Department of Defense (DOD) represents almost half of FEDLINK volume, accounting for approximately \$56 million of the \$116 million estimated combined Transfer Pay and Direct Pay service dollars in FY '92. After DOD, agencies with scientific/technical/medical focus such as the Department of Commerce, Department of Health and Human Services, Department of Energy and independent agencies such as National Aeronautics and Space Administration, and agencies using legal information services including the Department of Justice and Department of Treasury account for another \$40 million. Members characterized as federal libraries and information centers make up \$78 million, fully two thirds, of the total service dollars handled through the FEDLINK procurement program. Attachment 5 defines FEDLINK's membership by two different categories:

5(a) By Agency and Member Type (Library and Non/Library)

5(b) By Agency and Payment Option (Transfer Pay/Direct Pay).

LC/Inspector General's Follow-up Review of GAO's Audit Report

During the period February through April, 1992, the office of the LC/IG conducted a follow-up review to assess the Library's progress in correcting the financial problems disclosed by GAO in its report "First Audit of the Library of Congress Disclosures Significant Problems" (GAO Report No. GAO/AFMD-91-13) issued August 22, 1991. The LC/IG Follow-up Review Report issued on August 21, 1992, confirmed that FEDLINK management implemented policies and procedures to correct deficiencies disclosed in the earlier report by GAO. However, the LC/IG review also identified other control weaknesses in FFO as follows:

- delivery order check-in process was uncontrolled;
- FEDLINK's files were incomplete and undependable;
- FEDLINK's new networked automated fiscal operations system has shortcomings and problems; and
- late payment interest was not always paid to vendors.

The LC/IG report noted that FEDLINK management was aware of most of the shortcomings and was working towards correcting them.

FEDLINK took the following corrective actions during FY '92:

- Issued a task order to Price Waterhouse in March, 1992, for a senior Financial Systems Analyst to support Fiscal Operations to:
 - perform reconciliation
 - design and produce database reports

The LC/IG Follow-up Review Report issued on August 21, 1992, confirmed that FEDLINK management implemented policies and procedures to correct deficiencies disclosed in the earlier report by GAO.

- perform troubleshooting of accounting and delivery order subsystems
- correct monthly journal voucher log and troubleshooting log
- Issued a task order to Price Waterhouse in May, 1992 to test SYMIN to assess the integrity of its processing, review SYMIN for compliance with applicable federal government financial management regulations and guidelines, and provide recommendations for system improvements and enhanced internal controls.
- Developed new written policies and procedures on:
 - OCLC deficit accounts,
 - follow-up on delinquent accounts,
 - monthly reconciliation of obligations,
 - unidentified checks,
 - establishing and amending LC/FEDLINK Interagency Agreements,
 - handling multi-year funds reobligations with LC/FSD and LC/C&L,
 - issuing instructions to members on "Managing FEDLINK Transfer Pay Accounts."
- Hired a new FEDLINK Business Manager in August, 1992 to plan, direct, and control FEDLINK Fiscal Operations.
- Worked with a personnel consultant to prepare the extensive documentation for additional key FFO staff positions including accountants and team leaders.

At the end of FY '92, FLICC management prepared additional task orders to Price Waterhouse to develop a FEDLINK Member Handbook, FEDLINK Vendor Handbook, and fiscal operating procedures and internal control guidelines.

Major projects completed by the FAC included the careful review and discussion of the FY '93 FEDLINK budget and fee structure and the establishment of the FEDLINK Internet Planning Group (IPG) as an ad hoc committee to study the ways that FEDLINK can facilitate federal library access to, and use of, the Internet.

FEDLINK Advisory Council (FAC)

The FEDLINK Advisory Council (FAC), comprised of nine representatives, began its first year under the new *FLICC* Bylaws in January 1992, replacing the former FEDLINK Executive Advisory Council, which conducted its three final monthly meetings during the first quarter of FY '92. FAC meetings during FY '92 were held monthly except August. Major projects completed by the FAC included the careful review and discussion of the FY '93 FEDLINK budget and fee structure and the establishment of the FEDLINK Internet Planning Group (IPG) as an *ad hoc* committee to study the ways that FEDLINK can facilitate federal library access to, and use of, the Internet.

FEDLINK Membership Meetings

Spring: Preparing for the Year 2000: On May 11, Dr. David Penniman, president of the Council on Library Resources, and Dr. Barbara Higginbotham,

director of the Brooklyn College Library, spoke on the "Role of Federal Library Professionals in the Future." Reports on the status of FEDLINK programs and operations were also given.

Fall: Networked Information: On November 12, Paul Peters, director of the Coalition for Networked Information, spoke "Networked Information: Close Horizons and Immediate Agendas." Reports on the status of FEDLINK programs and operations were also given.

FEDLINK Internet Planning Group

The FEDLINK Internet Planning Group (IPG), was formed in August 1991 and charged with addressing issues related to the feasibility of FEDLINK providing Internet access to federal libraries. The IPG met six times during FY '92 to discuss and define its mission to provide Internet access, training, and support to FEDLINK members. In December, the FAC approved the first phase of an IPG pilot project which called for setting up a small independent local area network at the FEDLINK office with a dedicated Internet connection that provides members of the IPG dial-in access to Internet. In August 1992, Sarah Mikel (National Defense University) was appointed chair of the IPG. In September when FLICCnet became fully operational, the IPG conducted an Internet demonstration for the FAC. The IPG contributed 3 articles on Internet to *FEDLINK Technical Notes* in addition to several articles on the working group's progress.

FEDLINK Network Operations

FEDLINK Network Operations (FNO) functions as the regional library network for 825 federal libraries that are OCLC members, utilizing products and services from OCLC (Online Computer Library Center). FNO conducts training workshops in the DC area and nationally, as well as providing daily technical and program support to all federal libraries. FNO staff also prepare solicitations and other required contract documents for LC/C&L in support of the FEDLINK procurement program for information products and services; serve on the Technical Review Panels to evaluate vendors' responses; and serve as the Contract Officer Technical Representatives (COTRs) for the awarded contracts. Additionally, FNO staff provide other direct assistance in the overall operation of the FLICC and FEDLINK programs.

OCLC Network Activity: During FY '92 FEDLINK network librarians concluded the 1991 effort to train federal librarians on Passport, OCLC's new PRISM cataloging system and communications software. The extensive effort to complete the OCLC PRISM training was immediately followed by the initiation of the first step to introduce the new PRISM Interlibrary Loan (ILL) subsystem, obtain authorization numbers and plan for another national training

The extensive effort to complete the OCLC PRISM training was immediately followed by the initiation of the first step to introduce the new PRISM Interlibrary Loan (ILL) subsystem, obtain authorization numbers and plan for another national training effort for the fall of 1992.

effort for the fall of 1992. Meanwhile, FEDLINK network librarians continued to teach basic OCLC courses in searching, cataloging, EPIC, and other needed topics, both in the DC area and in regional locations around the country. FEDLINK staff conducted 37 regional workshops in FY '92 in Florida, North Carolina, California, New Mexico, Virginia, Massachusetts, Oklahoma, Texas, and Hawaii. During FY 1992, FEDLINK staff conducted a total of 122 OCLC training classes, attended by over 1,000 students.

FEDLINK OCLC Member Activity: FEDLINK members during 1992 (actual period 7/91 - 6/92) showed the following increases over 1991 in interlibrary lending activity:

- total requests and referrals rose from 294,073 to 312,195, an increase of 6.2 %
- total holdings displays rose from 555,551 to 586,236, an increase of 5.5%
- total union list holdings displays rose from 23,332 to 26,778, an increase of 14.8%

Activity on the cataloging subsystem also increased during this period:

- total number of master records created by FEDLINK libraries rose from 66,925 to 77,833, an increase of 16.3%
- total MARC records recorded to tape rose from 1,715,546 to 1,811,457, an increase of 5.6%
- total cataloging (FTU, FUP, recat and reclassification) dropped slightly to 505,433, as compared with the 1991 total of 506,887 but was higher than the 1990 total of 504,331 (This drop is attributable to greatly decreased activity in retrospective conversion and reclassification actions, but steady growth in current cataloging activity.)

FEDLINK Training Classes

To meet the RLIN training needs of LC and Smithsonian staff, FEDLINK arranged for an experienced searcher from the National Gallery of Art to conduct six classes in March and April, as a pilot experiment to use non-FEDLINK federal employee for possible expansion of FEDLINK's training offerings.

Class	Number of Classes		
	<u>DC</u>	<u>Regional</u>	<u>Total</u>
EPIC Basics	8	3	11
EPIC Advanced: Reference	6	1	7
EPIC Advanced: Tech Services	9	4	13
PRISM Workshop	6	-	6
Searching OCLC	11	6	17
OCLC Searching Options	5	-	5
Searching PRISM	10	2	12
OCLC Cataloging I	8	5	13
OCLC Cataloging II	2	3	5

OCLC ILL Subsystem	9	3	12
Cataloging on PRISM	2	4	6
PASSPORT Software	2	2	4
PRISM ILL Migration	3	-	3
Authorities	3	2	5
Searching OCLC Authority Files	-	1	1
MARC Overview	-	1	1
CAT ME Plus (CD-ROM)	1	-	1
RLIN Basics	2	-	2
RLIN Advanced	1	-	1
 TOTAL NUMBER OF CLASSES	 88	 37	 125
TOTAL NUMBER OF STUDENTS	1,033		

Library Automation Resource Service (LARS)

Through LARS FNO staff offer expert counsel to federal libraries in the successful application of automation to their library environment. In FY '92, FNO LARS staff continued efforts to obtain access to the Internet, succeeding in September via the LC mainframe connection. The concept of offering federal libraries access to Internet via a FEDLINK node proved to be unnecessary since access for federal libraries is available from many other sources. LARS and the FEDLINK Internet Planning Group have focused on providing information to the FEDLINK membership through newsletter articles and briefings, and planning FEDLINK training workshops for 1993.

ALIX, FEDLINK's electronic bulletin board, was moved to a new computer with a 200mb hard drive, new software, seven phone lines, and two 9600 baud modems. Three new conferences were established (Services to Disabled, Library Management, Preservation) bringing the total number of conferences available on ALIX to 14, and two new services were added (file enclosures, Internet e-mail registry). FEDLINK initiated a new service in August, ALIX-FS, an electronic bulletin board that provides FEDLINK members with account balance information 24-hours a day. The data is extracted from SYMIN and updated on ALIX every night.

FEDLINK Procurement Program

Database Services: Working with FEDLINK and LC/C&L, federal agencies sought new enhancements and solutions from database vendors to meet local needs; more efficient pricing methods and user interfaces were developed to save funds and provide more controls. GSA and LC/C&L cooperated on expanding the FTS2000 government telecommunications system to provide cheaper access to database services. By July 1992, six large FEDLINK databases were available through FTS 2000.

Working with FEDLINK and LC/C&L, federal agencies sought new enhancements and solutions from database vendors to meet local needs; more efficient pricing methods and user interfaces were developed to save funds and provide more controls.

During 1992 the military parts inventory database segment of the FEDLINK program — which FEDLINK was instrumental in developing in the 1980's — was discontinued effective September 30 by mutual agreement of GSA and LC/FEDLINK because of the competitive nature of the services, the Defense Logistics Agency effort with the GPO in developing a government CD-ROM database to meet the need for this type of information, and the need for agencies to procure these services through their own agency contracting offices.

Pursuing the goal of subscription pricing for database services, in 1992 FLICC management obtained approvals from LC offices—LC/FSD, LC/OGC, and LC/C&L—to conduct a pilot project in 1993 for agencies to purchase a subscription and pay in advance for blocks of usage to provide continuity of service and further discounts.

Serials Subscription Services: The significant publications procurement project for FY '92 was the development and introduction of a full competition process for FEDLINK serials subscription services. The new process completes the transition of the FEDLINK program to procurement methods in line with the Federal Acquisitions Regulations (FAR) and the *Competition in Contracting Act*. FEDLINK management, staff, and members worked with LC/C&L to outline a process that would seek the best cost for government while providing the unique and varied serials subscription services required by FEDLINK member libraries. Members using the Direct Pay option work with their local procurement officials, while Transfer Pay accounts are prepared under the direction of LC/C&L.

A consultant worked with the serials COTR to create a draft instruction package for use by federal libraries to specify their requirements and seek competition. FNO staff expanded and improved the final detailed package. Several meetings were held to explain the procedures and answer questions. A newly formed FNO Serials Team established administrative procedures to manage the enormous amount of technical support and paperwork necessary in completing the new process. The Serials Team and FEDLINK members worked closely with LC/C&L to provide the information needed for competition for transfer pay procurements exceeding \$25,000 annually. The LC/C&L/FEDLINK team executed these larger procurements, with assistance from the FNO Serials Team and FEDLINK members. Competitions completed by LC/C&L and FEDLINK members and FNO staff represent approximately \$17 million for Transfer Pay members while another \$17 million as being competed by agencies' local procurement officials. Approximately 350 federal libraries, and library program offices worked during FY '92 to procure serials subscription services for FY '93 through the FEDLINK program under the new procedures.

Monographs: A new Request for Proposal (RFP) issued in FY '92 resulted in awards to 10 vendors for services providing general trade and specialized book and

other monograph publications. The Book Order Services and FEDLINK Vendor Fair on August 18 introduced the services provided under these new BOAs, including vendors new to the FEDLINK program as well as several previously available via FEDLINK.

Library Support Services: Technical specifications were developed for an RFP to expand the FEDLINK ILL Fee Payment service beyond its pilot project stage to the entire FEDLINK membership.

FLICCNet LAN/Systems Management Information Network (SYMIN)

Move to Market Square: The most significant FLICC Local Area Network (FLICCnet LAN) project in FY '92 was the move into new quarters at Market Square. The Banyan VINES local area network in use at FFO at the Navy Yard Annex was moved and reinstalled at the new facility with a minimum of disruption to FFO operations. At the same time, the number of workstations on the LAN was doubled to 52 to accommodate users in FNO, FPE, and the Executive Director's office. The addition of new users and applications required the installation of two new Compaq SystemPro file servers.

Network Problems: As part of the expansion of the LAN, new hardware was installed by LC Information Technology Services (LC/ITS) in January to manage the token ring network. Almost immediately, problems began appearing throughout the LAN. Data transmission problems caused workstations to disconnect from the file servers, causing disruption of the fiscal automated system. Steps were taken to safeguard the fiscal data and begin analysis of the problem. With the assistance of LC/ITS, diagnostic software was installed to help isolate and correct the malfunction. After weeks of tracing the problems and analyzing the diagnostic data, the systems development team identified the cause as a faulty circuit board in the token ring's multiple access unit. After the board was replaced by LC/ITS, operations in FFO and throughout the LAN returned to normal.

SYMIN Development: The fiscal automated system, which uses the Paradox database management software, was officially named SYMIN: FEDLINK SYstem Management Information Network. The transition from FY '91 to FY '92 went as planned, and the system began to track two years of Interagency Agreement (IAG) and invoice information. One of the major projects in FY '92 was the conversion of FY '90 data from the older FLAIR fiscal system into SYMIN. Because of differences in the way data was stored in the two systems, a lengthy process of data analysis was needed to make sure all of the required information was present before data could be converted, updated FY '90 statements generated, and FY '90 reconciliation begun.

Efforts continued to document the data structures and Paradox-based programs that underlie SYMIN. The two staff members on detail from LC/ITS

completed their systems documentation project in June, having produced numerous volumes detailing the structure of the system.

Several members of the Price Waterhouse team working in the Library participated in SYMIN-related projects in FFO. Chief among these were the development of procedures for handling error corrections and system troubleshooting requests, and a comprehensive series of reports to be used for auditing and reconciling SYMIN data on a regular basis.

Other LAN Developments: LC/TTS installed software in the FLICC LAN that supports the TCP/IP protocols. This will have two major benefits: (1) it will allow FLICC and FEDLINK staff members to access the Internet. Long-range plans include offering training in Internet use, as well as providing a range of FEDLINK services to members via the Internet; (2) it will allow for connections between SYMIN and the management information systems in LC/C&L and LC/FSD. Once these links are in place, data will move between the units faster and more efficiently. Due to VINES-related problems throughout the Library of Congress, these connections will not be available until FY '93.

FFO Interactivity: LAN problems affected the interactive linking of FFO's system to LC/FSD and LC/C&L. Toward the end of the fiscal year, FFO established limited links with the rest of LC, and was considering methods of data transfer with LC/FSD and LC/C&L. FEDLINK purchased a fourth file server for the LAN to help control traffic to and from LC at the point real links are formed.

Also developed in FY '92 was an automated link between the payment tracking subsystem and the invoice processing system, which updates the payments system when batches of payments are sent to LC/FSD. In FY '92 LC/FSD billing data began to be received on disk in a format that could be uploaded into SYMIN. FFO also began development of an automated troubleshooting system to track progress toward answering member questions, solving system problems, and correcting invoice errors.

FEDLINK Fiscal Operations

During FY '92 FEDLINK fiscal practices and the SYMIN automated system settled into a routine for handling the large volume of basic fiscal operations—registrations, IAGs, amendments, delivery orders, invoices, and statements. Serious local area network problems during the second quarter disrupted internal operations but did not affect service to the members; IAGs, invoices and statements were processed regularly. With basic operations under control, FEDLINK was able to address issues raised during the LC/IG's review, to implement internal controls such as regular reconciliation of obligations, to address complicated longstanding issues relating to no-year funds and prior year accounts, and to follow-up on users with outstanding IAGs and accounts with insufficient funds. Staff also developed a fuller understanding of the relational database structure of the SYMIN fiscal application which better enabled them to troubleshoot problems, to define reports

from the system and interpret system data, and to specify modifications and enhancements for the system.

In FY '92 FFO's significant achievements included the following:

- generating and mailing timely member statements of account for FY '92 and prior years
- increasing the commitment for quality service to members and vendors through increased training, program orientation, and staff awareness
- training staff in the use of LC's FARS Intellect system to give more timely access to actual obligation and payment data
- bringing forward member agencies no-year/multi-year appropriation balances available for use earlier in the fiscal year
- reducing interest penalty payments from \$200,198 in FY '91 to \$38,360 in FY '92
- implementing end-of-year planning sessions with members to ascertain the amount of funds needed to cover rejected invoices, deficits and anticipated deficits
- actively collecting outstanding funds owed to the program on unsigned IAGs and deficit accounts
- implementing new serials ordering procedures with FNO, LC/C&L and LC/FSD
- reconciling FY '92 IAGs, delivery orders, and notices of obligations with LC/FSD and LC/C&L records
- developing and maintaining manual processes to augment the automated system
- increasing responsibility to inform member/vendor community through information alerts, meetings, vendor fairs, newsletters.

Summary Statistics

FEDLINK, LC/FSD, and LC/C&L have mutual responsibilities for tracking activity under the FEDLINK program; a complete three-way reconciliation among FFO, LC/FSD, and LC/C&L records has not yet been completed. For this report, dollar figures derive primarily from the FFO SYMIN system, augmented by LC/FSD Budget and FARS payment records; processing figures derive solely from SYMIN. Service dollar figures are drawn from FFO and LC/FSD database records of service dollars transferred and FFO database records of member's Direct Pay service dollar registrations, rather than from LC/C&L spreadsheet data of delivery orders issued. This is significant in the Direct Pay service dollar amounts, where LC/C&L figures may be lower than FFO figures, primarily because LC/C&L captures the amount of the member's actual initial local purchase order whereas FFO tracks the member's overall estimate of all purchase orders to be issued for the service.

FEDLINK processing statistics detailed in Attachment 8 show the significant volume of both current year and prior year IAG, delivery order, invoice, and statement transactions handled during FY '92. In addition to improving turnaround time in the stages of the IAG/delivery order process, FEDLINK also significantly reduced interest payments.

FEDLINK Fiscal Operations processed FY '92 registrations from federal libraries, information centers and other federal offices which resulted in 1,127 signed FY '92 Interagency Agreements (IAGs) compared to 1,262 basic IAGs processed in FY '91.

FEDLINK Fiscal Operations processed FY '92 registrations from federal libraries, information centers and other federal offices which resulted in 1,127 signed FY '92 Interagency Agreements (IAGs) compared to 1,262 basic IAGs processed in FY '91. In addition, FFO processed 5,086 IAG Amendments for agencies adding, adjusting, or terminating service funding (2,992 FY '92 and 2,094 prior year adjustments). These IAGs and IAG Amendments represented 6,178 individual service requests to begin, renew, convert, or cancel service from 84 FY '92 FEDLINK vendors. The service requests were executed by delivery orders generated by FFO and issued to vendors by LC/C&L. Delivery orders represented \$60,502,322 in FY '92 and prior year Transfer Pay service dollars. For FY '92 alone FEDLINK processed approximately \$56 million for 2,840 Transfer Pay accounts and approximately \$59 million for 467 Direct Pay users. FY '92 activity represented a total of 3,307 FEDLINK agency accounts.

On behalf of Transfer Pay users, FFO processed for payment 94,732 invoices during FY '92 for both current and prior year member orders. Vendor payments from agencies' FY '92 Transfer Pay accounts amounted to \$36 million. FFO has continued to maintain open accounts for three prior years for members using book and serials services, paying publications services invoices based on the order date of the invoiced items. FFO staff processed 29,464 prior fiscal year invoices and converted 15,542 FY '90 invoices from the former FLAIR automated system, totalling \$17.2 million as follows: \$41,220 for FY '89, \$700,000 for FY '90, and \$16.5 million for FY '91.

Member Services

No-Year/Multi-Year Fund Transactions: No-year money moves were delayed due to problems involving the FY '91 obligations and FY '90 to FY '91 no year money moves. Some of these problems resulted from the early implementation of the new automated system and delivery orders that had not been processed through the system and had to be processed manually. Most of these problems were corrected during the year and FFO has achieved better control over delivery orders. FFO automated the process for the FY '91 to FY '92 money move, reducing the need for manual data input (with its resultant errors) as well as reducing the time required for the no-year money move transactions.

Communications: The FEDLINK Fiscal Hotline responded to a wide variety of member questions ranging from routine queries on the status of paperwork and

balances in transfer accounts to complicated questions regarding prior year IAGs and the status of processing of particular invoices. FEDLINK Fiscal Hotline staff resolved problems over the phone, or when necessary, referred more complex inquiries to appropriate FFO staff for follow-up and resolution. The Fiscal Hotline recorded 10,043 calls in FY '92 compared to 12,286 calls logged in FY '91. FFO continued its policy of scheduling special appointments with FEDLINK member agencies and vendors to discuss complicated account problems and assigning senior staff to concentrate on resolving complex current and prior year situations. Implementation of the ALIX-FS online account balance system gave members access to early balance information. A series of end-of-year mailings alerted individual members to unsigned IAGs and IAG Amendments, deficit accounts, and rejected invoices. Special end-of-year planning worksheets helped members project usage helping them to manage their accounts.

Transfer Pay Accounting Services

Data Entry: With the identification and resolution on many earlier system generated problems, FFO fiscal clerks were able to batch and enter invoices much more efficiently and quickly during FY '92. Built-in User ID/FEDLINK ID edit checks, duplicate invoice checks, payment due-date calculations, batch trail-balance reports and reports that detail invoices to be rejected all continued to be very helpful tools. When SYMIN indicated that a member had no signed IAG or no signed delivery order, data entry clerks confirmed this by checking the IAG/DO files before rejecting invoices. During FY '92 FFO staff explored the possibility of receiving invoice data in electronic format with a few of FEDLINK's largest vendors.

Data entry fiscal clerks also entered all batches of invoices processed by FFO and forwarded to the Accounting Office (LC/FSD-A) for payment into FFO's sub-system, Paytrack. By entering data from LC/FSD receipts of vendor payments (SF #1166's) in the Paytrack subsystem (the date of payments, payment amounts, and check numbers), this information allowed FFO to monitor its 30-day payment processing in addition to monitoring the actual payments made by the Disbursing Office (LC/FSD-D).

Invoice Processing: Each invoice processor is assigned a specific group of vendors. FFO fiscal clerks were cross-trained during the year to voucher other vendors' invoices for payment when necessary to help provide prompt payment to vendors and avoid costly interest. Invoice processors rejected member invoices for insufficient funds, returning the invoices to vendors with instructions not to resubmit the invoices until the member amended its IAG and the vendor received a signed delivery order authorizing additional funds.

The FEDLINK Fiscal Hotline responded to a wide variety of member questions ranging from routine queries on the status of paperwork and balances in transfer accounts to complicated questions regarding prior year IAGs and the status of processing of particular invoices.

Additionally, invoice processors sent members written notification and courtesy copies of all invoices returned to the vendors unpaid. All currently received invoices were processed and forwarded to LC/FSD-A for payment generally within 25 days of receipt. In many cases, invoices were processed for payment and forwarded to LC/FSD-A within eight to 10 days prior to the due date. FFO introduced a revised payment advice form which instructed LC/FSD-A to pay the vendor by U.S. Treasury check or electronic funds transfer (EFT). During FY '92, FFO earned some vendor discounts for early payment of invoices.

● **Database Retrieval Services:** Processing database retrieval services invoices went smoothly during FY '92. Invoice processors became familiar with the terms and conditions of 59 database retrieval services BOAs and vouchered monthly invoices for payment. FEDLINK also took extensive measures to collect funds owed to the program for OCLC network level usage; deficit notices were mailed to all deficit OCLC members with several follow up notices, and some OCLC members' passwords were suspended since funds to cover deficits were not submitted on a timely basis.

● **Publications Acquisitions Services:** The volume of Publications Acquisitions Services invoices greatly exceeded invoices for other FEDLINK services. Invoices from both current and prior fiscal year orders, serials supplemental and bill laterals continued to be received and processed regularly. Preliminary conversion of fiscal data from the old FLAIR database was successfully completed in December 1991 but since not all FY '90 data was converted, a major reconciliation process to identify, convert, and reconcile paid FY '90 invoices was launched. At the end of FY '91, FFO made a lump sum payment of \$7.2 million to Faxon, FEDLINK's largest serial vendor, to cover over 6,000 invoices for FY '91, FY '90, and prior fiscal years received at one time. After extensive review converted FY '90 data, in August FFO was able to generate Faxon FY '90 statements and the major process of reviewing the statements and matching up all paid invoices to the statements began. Final FY '90 statements will be issued when final reconciliation is complete.

Interest Payments: During FY '92 FFO decreased the amount of money remitted to vendors for late payments by more than \$160,000, compared with \$200,198 in late payment penalties paid to vendors in FY '91. During FY '92 this figure was reduced to \$38,360, with the large majority of FY '92 interest payments stemming from invoices delayed because of complications in no-year money moves, obligation and account reconciliations, and earlier limitations of system equipment which caused some system slow-downs during the middle of the year. Most of these problems were solved by the end of the fiscal year.

Statement Processing: FFO staff continued to provide monthly statements on a timely basis to all FEDLINK members for all FY '92 service accounts. FFO staff coordinated the generation of monthly statements for Transfer Pay accounts so as to not slow down the other LAN processes on SYMIN. Staff reviewed statements,

sorted, and attached to the statement all invoices paid during the statement period. Statements were also generated and mailed for FY '91 accounts on a quarterly basis during the first six months; in mid-year FFO began to generate these statements monthly also, but mailed only those that actually showed IAG or invoice activity during the previous month. Due to the conversion of the FLAIR database and the on-going reconciliation, FY '90 statements were not issued until late August and FAXON was the first and largest account to be run and verified but none were mailed before the end of the FY.

FEDLINK Vendor Services

FFO staff assisted with the four FY '92 FEDLINK Vendor Fairs that combined discussion sessions, vendor presentations, and product displays for the information of the FEDLINK members. FFO and LC/FSD payment data entered in the SYMIN system allowed FEDLINK to provide timely responses to vendor payment inquiries. Vendors were notified of members who did not register for FY '92 services early in the fiscal year, enabling vendors to limit their liabilities and suspend members' passwords.

Financial Management

FY '92 Reconciliations: Through the LC contract with Price Waterhouse, FFO established reconciliation procedures for FY '92 obligations, delivery orders and liquidations, and prepared manual obligations for FY '92. Also, during the close of FY '92 FFO automated the matching of LC/FSD's IAG's billed database to FEDLINK's IAG's signed database, a milestone in FFO's attempts to perform monthly reconciliations with LC/FSD's budget data. In mid-FY '92, FFO began to use SYMIN successfully to run member detail reports for the FY '92 obligations. The accuracy of the automated system allows FFO to keep obligations current. At the end of FY '92 FFO posted \$411,000 to the temporary obligation for FY '92 a considerable improvement in comparison with the FY '91 year-end temporary obligation of over \$8,900,000.

FY '91 Year End Reconciliation (Temporary Obligations): During FY '92 FFO worked vigorously to clear the temporary obligation balance of \$8.9 million from FY '91 which represented the unreconciled difference with LC/FSD and LC/C&L for FY '91, and problems that resulted from a combination of human and system errors encountered during the transition from FEDLINK prior procedures and early implementation of FEDLINK's new automated obligation system. As a result of the extensive staff efforts, the balance remaining in the FY '91 temporary obligation account was reduced from \$8.9 million to \$116,769 by the end of FY '92.

FY '90 and Prior Year Reconciliation: FFO's accountants completed reconciliation of FY '89 Database Retrieval services accounts. FFO contacted all FEDLINK FY '89 vendors on June 22, requesting that they submit any

remaining FY '89 invoices for payment prior to LC/FEDLINK's issuing a refund to the appropriate FEDLINK agencies. During FY '92 FFO also began reconciliations of FY '89/FY '90 publications accounts in anticipation of M-account legislation requirements.

Financial Reporting: FFO established several SYMIN reports to help control account balances and identify problem areas. The reports provide internal management control mechanisms for unsigned IAGs and unsigned delivery orders and help ensure that adjustments are processed promptly. During the close of FY '92, FFO was working to establish a monthly reporting process that will better track and control liquidations from prepayments and a worksheet to be used by FFO invoice processors to reconcile the FFO vendor balance to the LC/FSD unliquidated balance per LC/FSD's biweekly reports.

Budget and Revenue

The FY '92 budget was revised to reflect LC's reduction during the fourth quarter in the indirect costs paid to the LC Administrative Working Fund. A comparison detailed in Attachment 7 of the service dollars transferred each month in FY '91 and FY '92 revenue increased sharply in the beginning of the year then levelled off significantly. In FY '91 FEDLINK had reached its budgeted service dollar level of \$45 million by April; in FY '92, the budgeted level was not reached until June.

Personnel Support and Administration

FLICC managers continued to devote significant efforts during FY '92 to meet FEDLINK's critical need for qualified personnel to perform tasks specifically related to FEDLINK's increased responsibilities for its procurement and finance program. FLICC management continued to develop new position descriptions for professional and technical staff positions approved in the FY '91 and FY '92 budgets. FLICC contracted with an expert personnel consultant, Ray Crosby, in April to assist with the writing of much needed personnel documents, including position descriptions, vacancy announcements, and performance criteria. Throughout FY '92, several temporary and work study positions were filled to support FLICC/FEDLINK program activities.

In December 1991 Anna Bohlin joined the staff of FPE as Public Events Specialist. Jennifer Noble was promoted to a GS-7 editorial assistant in August, 1992. In January of 1992, Charita Beverly and Olivia Evans were appointed to administrative and receptionist support positions in the FLICC office. Edith Belmear joined FNO as Senior OCLC Specialist in May 1992.

The appointment of Robert Hendry FEDLINK Business Manager ended in December, 1991, and he left LC April 14. Joseph Banks was hired in August, 1992 as the new FEDLINK Business Manager. Michael Pham, Fiscal Systems Analyst, left FFO in March, 1992 to join the LC/FSD staff. In February, 1992 Constance

Jordan was appointed as the FFO Secretary. Barry Goldmeier, invoice processor, resigned in November, 1991. Kimberly Lambert was promoted to a GS-6 invoice processor in January, 1992, but subsequently resigned to accept another position in July. Fiscal clerks Janet Humphrey and Robert Cummings were both promoted—Humphrey to FEDLINK Fiscal Hotline communications clerk and Cummings to invoice processor. Quan Jones, Sarah Wassum, and Charisse Williams were hired as fiscal clerks during February and April, 1992. Fiscal clerk Donta Watson converted from a full-time to part-time work status to attend school. Clerical assistant Alfreda Bacote, was promoted to another position at the LC Binding Office in May, 1992. Ruby Thomas was hired as a temporary FFO accountant in May, 1992. Mail clerk/messengers Bessie Austin and Leonard Cherry were hired in August and September, 1992. System programmer/software specialist, Nate Trail, was hired in June. In order to accommodate fluctuating staffing levels, staff were cross-trained to perform multiple fiscal tasks.

FFO continued the services of two accountants from Accounting Resources for FY '91 year-end and prior year reconciliations. Two LC automation professionals, Noel Peterson and Anthony Poole, were detailed to FEDLINK from LC/ITS to create technical documentation of the new networked automated system. Peterson completed his efforts in May and retired from government service. Poole completed his work in June and returned to his regular position at LC/ITS. In an effort to respond in a timely manner to member and vendor inquiries, William Dolby was hired as a temporary to help FFO from January through September, working closely with FFO staff on a number of fiscal issues and procedures.

Summary

During FY '92 FLICC and its components FEDLINK Network Operations and FEDLINK Fiscal Operations consolidated operations at Market Square, steered the organization through its first full year under the *FLICC Bylaws* adopted in 1991, and responded with dispatch to a continuing series of requests from LC and other federal agencies designed to ensure compliance with federal regulations. The LC/IG's August 1992 follow-up review of the GAO Audit broadly concluded that problems had been corrected and that FEDLINK is currently correcting or planning to correct additional control weaknesses in FEDLINK Fiscal Operations that have been identified.

FLICC utilized the services of Price Waterhouse during the fiscal year for general support of FEDLINK Fiscal Operations and for analysis and testing of its SYMIN system. FLICC's own internal design team continued to develop its FLICCNet LAN and the SYMIN system, identifying and resolving the cause

FLICC management continued to develop new position descriptions for professional and technical staff positions approved in the FY '91 and FY '92 budgets.

of a series of crashes that immobilized the system for a considerable period of time.

Even as it refined its systems to meet the needs of its members, FLICC developed new programs to assist federal libraries and information centers, introducing a new competition process for serials subscription services; expanding the number of training courses to a total of 125 and training 1,033 students; establishing new working groups in such areas as references services and WHCLIST follow-up on resolutions of WHCLIS II; and providing new publications such as the FLICC Directory, as well as the expanded FEDLINK Services Directory, and a combined issue of the 1990 and 1991 FLICC Forum summaries.

At the end of the fiscal year, FLICC staff met the challenge of insuring that FLICC achieved its FY '92 budget projections and obligations by mounting a successful drive over the last several months to cover more than 100 percent of its operating expenses before closing on September 30.

FLICC Executive Board (FEB) FY '92**Chair:** Donald C. Curran, Associate Librarian for Constituent Services, Library of Congress**Vice Chair:** Kurt Molholm, Defense Technical Information CenterJames Byrn
TRALINETGail Kohlhorst
General Services AdministrationMaria Pisa
National Agricultural LibraryJoseph Clark
National Technical Information
ServiceLouise Nyce
Pentagon LibraryDaphne B. Sampson
Department of Justice LibraryLois Ann Colaianni
National Library of MedicineSusanne B. Perella
Department of the TreasuryCamille Simmons
Department of Justice**Ex officio:** Mary Berghaus Levering, Executive Director, FLICC**FLICC Liaisons:** Chris Zirps (to June '92), Anna Bohlin (July - September '92)**FLICC Working Groups FY '92****FEDLINK (Federal Library and Information Network)****Chair:** Camille Simmons, Department of Justice**FLICC Nominating Working Group****Chair:** Gail Kohlhorst, General Services Administration**FLICC Binding Working Group****Chair:** Dan Clemmer, Department of State**FLICC Personnel Working Group****Chair:** Louise Nyce, Pentagon Library**FLICC Education Working Group****Chair:** W. Fred Rettenmaier, Office of Chief of Naval Research**FLICC Policy Working Group****Chair:** Kurt Molholm, Defense Technical Information Center**FLICC Federal Law Librarians****1992-1993 President:** Julia Schaeffer, Federal Reserve Board**FLICC Preservation Working Group****Chair:** Ann Juneau, Smithsonian Institution**1991-1992 President:** Keith Stiverson, Library of Congress**FLICC Reference Services Working Group****Chair:** Murray Bradley, Naval Research Laboratory**FLICC Finance Working Group****Chair:** Susanne B. Perella, Department of the Treasury**FLICC Statistics Working Group****Chair:** Elizabeth Yeates, Nuclear Regulatory Commission**FLICC Membership and Governance Working Group****Chair:** Donald C. Curran, Library of Congress**FEDLINK Internet Planning Group****Chair:** Sarah Mikel, National Defense University**FEDLINK Advisory Council (FAC) 1992****Chair/FEB Liaison:**
Camille Simmons
Department of JusticePhyllis Christenson
General Accounting OfficeLynda S. Kuntz
NOAA**Vice Chair:** Ann Parham
National Defense UniversityJim Dorsey
Army Corps of EngineersFrances Perros
Department of State**Secretary:** Elaine Sullivan
Federal Trade CommissionGloria Fuller
Defense Intelligence AgencyLaurie E. Stackpole
Naval Research Laboratory**Ex officio:** Mary Berghaus Levering, FLICC Executive Director**FEDLINK Liaison:** Milton McGee, FEDLINK Network Coordinator

FLICC Binding Working Group

Chair: Dan Clemmer Department of State Library	Carol Unger National Library of Medicine	Richard F. Young Office of the Secretary of the US Senate
Susan Sanders National Institute of Standards and Technology	William Underdue Library of Congress	FLICC FEB Liaison: Daphne B. Sampson
Elsa Silverman Tax Court Library	Paula Vincent Pentagon	FEDLINK Liaison: Lynn McDonald
Camille Simmons Department of Justice	Lisa Wu National Institutes of Health	

FLICC Education Working Group

Chair: W. Fred Rettenmaier Office of Chief of Naval Research	John Fragale Commodity Futures Trading Commission	Kay Melvin Patent and Trademark
Randy Bixby Defense Technical Information Center	Robert Gardner Postal Service Library	Metra E. Petersons National Labor Relations Board
Elsie Cerutti National Institutes of Health	Pauline Tina Lesnik Smithsonian Institution	Carol Watkin Department of Justice
Donald Fork Department of Education	Edward H. Liszewski Geological Survey Library	FLICC FEB Liaison Joseph Clark

FLICC Federal Law Librarians

President 1992-1993: Julia Schaeffer Federal Reserve Board	President 1991-1992: Keith Stiverson Library of Congress	FEB Liaison: Susanne B. Perella
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FLICC Finance Working Group

Chair/FEB Liaison: Susanne B. Perella Department of the Treasury	Laudine Creighton Smithsonian Libraries	Sami Klein National Institute of Standards and Technology
Phyllis R. Christenson General Accounting Office	Gloria Fuller Defense Intelligence Agency	

FLICC Membership and Governance Working Group

Chair: Donald Curran Library of Congress	Mary Berghaus Levering FLICC	Susanne B. Perella Department of the Treasury
Member and FEB Liaison: James H. Byrn TRALINET		

FLICC Nominating Working Group

Chair/FEB Liaison: Gail Kohlhorst General Services Administration	Dan Clemmer Department of State Library	Nell Strickland Army Community & Family Support Center
Chair/FEDLINK Nominating Committee: Hoyt Galloway Walter Reed Medical Library	FAC Liaison: Lynda Kuntz	

FLICC Personnel Working Group

Chair/FEB Liaison: Louise Nyce Pentagon Shelley Dowling Supreme Court Library Patricia L. John National Agricultural Library	Karen Patrias National Library of Medicine Donald R. Ware Library of Congress Diane Wiesenthal Department of Veterans Affairs	Resource Member: Elizabeth Knauff Court of Appeals Library
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FLICC Policy Working Group

Chair/FEB Liaison: Kurt Molholm, Administrator Defense Technical Information Center Executive Secretary: Sally Burke National Library of Medicine Cynthia Banicki Pentagon Patricia W. Berger National Institute of Standards and Technology	Carol Bursik Geological Survey Library Wally Finch National Technical Information Service Vija Karklins Smithsonian Institutions Gail Kohlhorst General Services Administration Sarah Mikel National Defense University	Ruth Mullane Defense Intelligence Agency Louise Nyce Pentagon Library Carol Watts National Oceanic and Atmospheric Administration Peter Young National Commission on Libraries and Information Science
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FLICC Preservation Working Group

Chair: Ann Juneau Smithsonian Institution Karma Beal National Institute of Standards and Technology Dan Clemmer Department of State Library Alan Fusonie National Agricultural Library Sabina Jacobson Department of Labor	Dick Myers National Archives and Records Administration Metra Petersons National Labor Relations Board Alvetta Smythe Pindell National Agricultural Library Robert Schnare Naval War College Karen Sinkule National Library of Medicine	Merrily Smith Library of Congress Richard F. Young Office of the Secretary of the US Senate FEB Liaison: Daphne Sampson
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FLICC Reference Services Working Group

Chair: Murray Bradley
Naval Research Laboratory

FEB Liaison:
Lois Ann Colaianne

FLICC Statistics Working Group

Chair: Elizabeth Yeates
Nuclear Regulatory
Commission

Marvin Bond
National Institute of Standards
and Technology

Frances Quinn Deal
Bolling Air Force Base

Kathy Earnest
Pentagon

Ronald Gordner
National Library of Medicine

Milbrey L. Jones
Department of Education

Janice Kemp
National Agricultural Library

Michael Shelley
Library of Congress

Laurie Stackpole
Naval Research Lab

FLICC FEB Liaison:
Maria Pisa

FEDLINK Liaison:
Meg Williams

Bureau of the Census Liaisons:
Patricia Garner
Judy Kane
Bureau of the Census

NCES Liaison: Carrol Kindel
National Center for Educational
Statistics

NCLIS Liaison: John Lorenz
National Commission on
Libraries & Information Science

FEDLINK Internet Planning Group

Chair: Sarah Mikel
National Defense University
Library

Roderick Atkinson
Naval Research Laboratory

Carol Bursik
Geological Survey Library

Jim Dorsey
Army Corps of Engineers

Alta Linthicum
National Defense University
Library

Steve Palincsar
General Accounting Office

Jewel Player
Army Materiel Command

Marti Scheel
Postal Service

Roberta Schoen
Defense Technical Information
Center

Richard ShROUT
Department of Justice

Alan Wenberg
National Technical Information
Service

FEDLINK Liaisons:
Erik Delfino
Jennifer Noble

**FLICC/FEDLINK Educational Programs
and Seminars for FY '92**

- Title:** *DEALING WITH OMB CIRCULAR A-76: CONTRACTING OUT FEDERAL LIBRARIES*
Date/Place: October 28, 1991, 9:00 a.m.- 4:00 p.m., Library of Congress
Description: Discussion of the objectives, definitions, meaning, and implications of recent changes to OMB Circular A-76 as they effect federal libraries.
Agenda: 1) Description and Discussion of OMB Circular A-76; 2) Establishing a Most Efficient Organization (MEO); 3) Conducting a Management Effectiveness Study (MES); 4) Developing a Quality Assurance Surveillance Plan (QASP).
Speaker: Donald W. King, President, King Research, Inc.
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- Title:** *ORIENTATION TO THE LIBRARY OF CONGRESS COLLECTIONS AND SERVICES FOR FEDERAL LIBRARIES*
Date/Place: October 29, December 5, 1991; January 23, February 20, April 23, May 28, June 25, and September 24, 1992, 8:30 a.m.- 3:00 p.m., Library of Congress
Description: Orientation and tour of the Library of Congress collections and services of special interest to federal librarians.
Agenda: 1) Main Reading Room, Access Demonstration, Jefferson Building and Visitors Gallery; 2) Interlibrary Loan Division; 3) Science and Technology Division; 4) Exchange and Gift Division; 5) Serials Division; 6) National Translation Division; 7) Visitor Services Office
Speakers: LC staff
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- Title:** *FEDLINK VENDOR FAIR : DOCUMENT DELIVERY (FLICC CONTRACT AND ADMINISTRATION SERIES)*
Date/Place: November 1, 1991, 11:00 a.m.-5:00 p.m., Library of Congress
Description: Discussion of interlibrary loan (ILL), document delivery services and the FEDLINK program. Presentations by seven participating vendors with FEDLINK Document Delivery Basic Ordering Agreements (BOAs) on their services and specialties.
Speakers: Maureen Cannick, LC Loan Division; Mary Kate Dugan, National Library of Medicine; Julie Mangin, National Agricultural Library; FEDLINK Staff
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- Title:** *A LIBRARY AND INFORMATION SERVICES ACTION AGENDA FOR THE 90s (WHCLIS II TELECONFERENCE)*
Date/Place: December 10, 1991, 12:00 p.m.-2:00 p.m., George Marvin Center, The George Washington University
Description: Teleconference summarizing the White House Conference on Library and Information Services II (WHCLIS II) conference process, presenting the WHCLIS II report and implications, and helping map the future agenda for local and state library and information services.
Hosts: Robert Jordan, Chicago News anchor; Jim Howard, Illinois Public Radio.
Speakers: Patricia Schuman, President, American Library Association; Peter Young, Executive Director, National Commission on Libraries and Information Science; Beth Duston, WHCLIS Advisory Committee.
Panelists: Kenneth Allen, Information Industry Association; Charles Beard, Co-Chair, WHCLIS; Alice Calabrese, WHCLIS Advisory Committee; Margaret Chisholm, WHCLIS Advisory Committee; Beth Duston, WHCLIS Advisory Committee; Elinor Hashim, OCLC; Diane Hopkins, University of Wisconsin; Bridget Lamont, Illinois State Library; John Tyson, Virginia State Library

Title: *FEDLINK FY '92 VENDOR FAIR: DATABASE RETRIEVAL SERVICES*
Date/Place: January 22, 1992, 9:00 a.m.- 4:30 p.m., Library of Congress
Description: Twenty five vendors and FEDLINK Network Operations participated in a daylong vendor fair featuring displays and demonstrations of scientific, technical, medical, business, news and legal databases.

Title: *OCLC USERS GROUP MEETING*
Date/Place: January 21, 1992, 9:00 a.m.-3:30 p.m., Department of Justice
Description: Update on OCLC programs and services
Agenda: 1) Communication and Access; 2) PRISM/Cataloging Subsystem; 3) ILL/Resource Sharing; 4) Reference Services
Speakers: Lynda Kuntz, National Oceanic and Atmospheric Administration; Jewel Player, Army Material Command; William Stockey, Assistant Librarian for Technical Services, US Court of Appeals; FEDLINK staff

Title: *THE LIBRARY OF CONGRESS EXCHANGE AND GIFTS DIVISION (GREAT ESCAPES: FLICC ORIENTATION TO FEDERAL LIBRARIES IN THE DC AREA SERIES)*
Date/Place: January 30, 1992, 12:00 p.m.- 1:00 p.m., Library of Congress
Description: Orientation of the Exchange and Gift Division's services and tour of the facilities.

Title: *FEDLINK VENDOR FAIR: SERIALS SUBSCRIPTION SERVICES (FLICC CONTRACT AND ADMINISTRATION SERIES)*
Date/Place: February 6, 1992, 11:30 a.m.-3:30 p.m., Library of Congress
Description: Discussion of new procurement procedures for serial subscriptions and vendor fair with FEDLINK's four serials vendors.
Agenda: 1) Introduction of New Procedures; Overview of Instruction Package and Submitting Requirements; 2) Evaluation and Selection: Direct Pay Instructions; 3) Vendor presentations
Speakers: Patricia Gardner, Acting Chief, LC Contract and Logistics Services; FEDLINK staff

Title: *THE NATIONAL LIBRARY OF MEDICINE (GREAT ESCAPES: FLICC ORIENTATION TO FEDERAL LIBRARIES IN THE DC AREA SERIES)*
Date/Place: February 11, 1992, 12:00 p.m.-1:30 p.m., National Library of Medicine (NLM)
Description: Orientation of the NLM services and tour of the collections.

Title: *THE LIBRARY OF CONGRESS COPYRIGHT DIVISION: UPDATE ON COPYRIGHT ISSUES (GREAT ESCAPES: FLICC ORIENTATION TO FEDERAL LIBRARIES IN THE DC AREA SERIES)*
Date/Place: March 11, 1992, 12:00 p.m.-1:00 p.m., Library of Congress
Description: Update of copyright issues
Agenda: 1) Review of Copyright Law; 2) Review of 'Fair Use' Issues; 3) New Technology Concerns; 4) Downloading

Title: *THE FUTURE OF GOVERNMENT INFORMATION: MONEY, MANAGEMENT AND TECHNOLOGY (NINTH ANNUAL FLICC FORUM ON FEDERAL INFORMATION POLICIES)*
Date/Place: March 17, 1992, 8:30 a.m.-4:45 p.m., Library of Congress
Description: Discussed three key variables in government information policy and practice: money, management, and technology. Speakers addressed various timely topic on government

- information, and the measured effects of the above variables on dissemination of government information in electronic format
- Agenda:** 1) Keynote Address; 2) A Vision of the Future; 3) PART I--Current Policy Issues Relating to Government Information; 3a) Cost/Cost Recovery Issues at the Federal Level; 3b) Dissemination of Electronic Government Information: New Roles for Old Players; 3c) Changing Information Marketplace: Government and Industry Roles-Points of View; 4) PART II--Case Studies: Problems, Priorities and Challenges; 4a) Census Data Case Study; 4b) The Patent and Trademark Office Example: Managing Massive Amounts of Data and Delivering it to the Public; 4c) State Innovations in Managing Electronic Information; 4d) The European Community Information Policy Program; PART III-- Changing Information Infrastructure; 5a) Emerging Roles for Libraries and Information Centers; 5b) New Linkages for Library Resources; 5c) Developing Government Information Inventory Locator Systems and Other Sources; PART IV--Approaches and Opportunities: Discussion and Wrap-Up
- Speakers:** Gary Bass, Executive Director, OMB Watch
 Dr. Toni Carbo Bearman, Dean and Professor, The University of Pittsburgh School of Library and Information Science
 James H. Billington, Librarian of Congress, LC
 Dr. Joseph E. Clark, Deputy Director, National Technical Information Service
 Donald C. Curran, Associate Librarian, Constituent Services, LC
 William W. Ellis, Associate Librarian for Science & Technology Information, LC
 Dr. Thomas J. Galvin, Professor, Department of Information Science and Policy, University of Albany (SUNY)
 Thomas P. Giammo, Assistant Commissioner for Information Systems, Patent and Trademark Office
 Colin Hensley, Database and Informatics Officer, Delegation of the Commission of the European Communities
 Dr. Robert E. Kahn, President, Corporation for National Research Initiatives
 Mitchell Kapor, President, The Electronic Frontier Foundation
 John C. Kavalunas, Chief, User Training Branch, Data User Services Division, Bureau of the Census
 Edwin A. Levine, Senior Policy Coordinator, State of Washington Office of Financial Management
 Dr. Charles R. McClure, Professor, School of Information Studies, Center for Science and Technology, Syracuse University
 Dr. W. David Penniman, President, Council on Library Resources
 The Honorable Charlie Rose, Chairman, Joint Committee on Printing, U.S. Congress
 George B. Trubow, Professor of Law, Director of the Center of Informatics Law, John Marshall Law School
 Gerald E. Yung, Vice President of Government Affairs, Mead Data Central

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- Title:** *MOVING TOWARD THE YEAR 2000: EMERGING INFORMATION POLICIES IN THE ELECTRONIC AGE (1992 JOINT SPRING WORKSHOP)*
- Date/Place:** April 3, 1992, 8:30 a.m.-4:00 p.m., Quality Hotel, Silver Spring, MD
- Co-sponsors:** American Society for Information Science, Potomac Valley Chapter
 Council on Library/Media Technicians, DC Chapter
 District of Columbia Library Association, DC Online User Group
 Law Librarians Society of Washington, DC
 Special Libraries Association, DC Chapter
- Description:** Presentations on government and corporate policies regarding the production and dissemination of information in an electronic medium.
- Agenda:** 1) Keynote Address: Achieving a National Public Network: A public Policy Perspective; 2) Information Policy Trends: An Industry Perspective; 3) Access to Knowledge over

Computer Networks; 4) Information Priorities for the 1990s: Resources, Access and Privacy; 5) Networked Information: Phases, Progress, and Prospects; 6) Building an Information-Based Economy: Gaps between Developed and Developing Countries; 7) The Improvement of Information Access Act: A New Framework for Information Policy Making; 8) A Policy for Standards in the Electronic Age; 9) End User Vending of Information and the Future of Spending in Libraries; 10) Outreach: Connecting Unaffiliated Health Professionals to National Information Resources; 11) Scholarly Skywriting in the Post-Gutenberg Galaxy; 12) Is it Possible to Publish an Intellectually Viable Electronic Journal?

Speakers: Jerry Bearman, Director, Washington Office, Electronic Frontier Foundation
 Julia Blixrud, Program Officer, Council on Library Resources
 Michael Dixon, Sr. Vice President, Maxwell Online
 Paul Gherman, Special Assistant to the Vice President for Information Systems, Virginia Polytechnic Institute and State University
 Braden Goetz, Legislative Director for Congressman Major Owens, NY
 Evan Hendricks, Chairman, US Privacy Council
 Stevan Harnad, Ph.D., Princeton University
 Joan Lippincott, Assistant Director, Coalition for Networked Information
 Patrice Lyons, J.D.
 Steve Metalitz, Vice President and General Counsel, Information Industry Association
 Pat Morgan, Director of Publications, American Association for the Advancement of Science
 Robert Schware, Sr. Information Specialist, The World Bank
 Elliot Siegel, Office of Project Planning, National Library of Medicine

Title: *INTERNAL DATABASE DEVELOPMENT: STAYING OUT OF TROUBLE (1992 INFORMATION TECHNOLOGY UPDATE)*
Date/Place: April 22, 1992, 9:00 a.m.-4:30 p.m., Library of Congress
Description: Four database vendors demonstrated instruction on the theory of database development, and practical construction and application of databases in the libraries.
Agenda: 1) Building a Database; 2) Human Problems of Database Development; 3) Real Life Experiences-Successes and Failures; 3) Vendor Presentations
Speakers: Omar Akchurin, Information Center Manager, American Hotel and Motel Association; David Batty, President, CDB Enterprises; Ken Megill, Adjunct Professor, The Catholic University of America

Title: *THE LIBRARY OF CONGRESS LOAN DIVISION (GREAT ESCAPES: FLICC ORIENTATION TO FEDERAL LIBRARIES IN THE DC AREA SERIES)*
Date/Place: May 12, 1992, 12 p.m.-1 p.m., Library of Congress
Description: Orientation of the ILL services, including ILL policies for American libraries, and special ILL services for federal libraries and for Congress
Speakers: LC Loan Division staff

Title: *LIBRARY BINDING-TAKING A FRESH LOOK (FLICC PRESERVATION SEMINAR III)*
Date/Place: June 16, 1992, 9:00 a.m.-5:00 p.m., Library of Congress
Description: Seminar on new developments in the library binding industry, and a hands-on presentation on binding technology and services.
Agenda: 1) History and Development of the Library Binding Industry; 2) Preservation and Library Binding; 3) Library Binding Technology-Issues and Choices; 4) Library Binding-A

Speaker: Collaborative Process, A Shared Responsibility (video); 5) Alternative Services Provided by Library Binders
Jan Merrill-Oldham, Head, Preservation Department, Homer Babbidge Library,
University of Connecticut

Title: *THE EXECUTIVE OFFICE OF THE PRESIDENT LIBRARIES, OLD EXECUTIVE OFFICE BUILDING (GREAT ESCAPES: FLICC ORIENTATION TO FEDERAL LIBRARIES IN THE DC AREA SERIES)*
Date/Place: June 19, 1992, 12:00 p.m.-1:00 p.m., Old Executive Office Building
Description: Orientation of the President Libraries services and tour of the collections.

Title: *HOW TO USE FEDLINK IN FY '93*
Date/Place: August 12, 1992, 9:30 a.m.-4:30 p.m., Library of Congress
Description: Workshop for federal library staff on how to use FEDLINK to procure library and information products and services
Agenda: 1) Overview of FEDLINK Programs-Background Authority and Benefits; 2) FEDLINK Services Update; 3) FY '93 Interagency Agreement Process and Registration; 4) Managing Your Transfer Pay Accounts; 5) Amending Your Interagency Agreement; 6) Special Procurement Procedures
Speakers: FEDLINK staff

Title: *BOOK ORDER SERVICES AND FEDLINK VENDOR FAIR (FLICC CONTRACT AND ADMINISTRATION SERIES)*
Date/Place: August 18, 1992, 11:00 a.m.-3:30 p.m., Library of Congress
Description: Discussion of new procurement procedures for Books Order Services under the FEDLINK program and vendor fair, featuring 10 books ordering services vendors with current FEDLINK Basic Ordering Agreements (BOAs)
Speakers: FEDLINK staff

Title: *MEET THE NEW GPO BINDER: AMERICAN BINDERY-EAST*
Date/Place: September 23, 1992, 9:30 a.m.-12:00 p.m., Library of Congress
Description: Orientation and presentation of American Bindery-East services and facilities
Agenda: 1) History of the Company; 2) "The American Way"--video of the binding facilities; 3) Product Specifications
Speaker: Marion Davis, Customer Relations Manager, American Bindery-East; Keith Roberts, General Manager, American Bindery-East

**FLICC/FEDLINK Publications
FY '92**

- Newsletters:** *FLICC Newsletter*. Quarterly (4 issues).
FEDLINK Technical Notes. Monthly (12 issues).
- Information Alerts:** 10 (issued irregularly).
- Forum Proceedings:** *Proceedings of FLICC Forums on Federal Information Policies: 1990 (7th) Forum; Access Is the Key and the 1991 (8th) Forum, Building Information Superhighways: Supercomputing Networks and Libraries* (combined summary).
- Catalogs and Directories:** The *FEDLINK FY '93 Services Registration Package*. Includes sections on how to obtain FEDLINK services, how to complete the Services Registration Form, general FLICC/FEDLINK fund management policies, and specific policy considerations for FY '93.
- The *Serials Subscription Services Package* and the *Serials Subscription Services Procurement Forms*. Includes instructions for FY '93 procurement, the Statement of Work from FEDLINK FY '92 Serials BOAs, and procurement forms.
- The *FY '92 FEDLINK Services Directory*. A complete directory of 1992 FEDLINK, vendors and their services under contract divided into three-hole punched sections with tab inserts. Includes services descriptions, price schedules, and marketing representatives to contact.
- The Directory of FLICC Members and Working Groups, 1992.*
- Press and Promotional Pieces:** Six press announcements for general release by the LC Information Office, and publication in the *Library of Congress Information Bulletin* (LCIB). 25 meeting announcements, registration forms and meeting agenda, one promotional brochure.
- Forms:** Administrative forms - 25 (as needed).
FNO and FFO forms - 40 (as needed).
Working group and special project forms - 10 (as needed).
- Annual Reports:** *1991 FLICC Annual Report*.
The FLICC/FEDLINK report to the *Bowker Annual 1991*.
- FLICC Special Reports:** 2 FLICC special reports:
#92-1: *Federal Library Delegation Reports on WHCLIS II*
#91-2: *Management of Federal Information Resources: OMB's Proposed Revision of Circular A-130*.
- Special Publications:** "Federal Libraries", *Encyclopedia Americana*, Grolier Inc.

**Number of FEDLINK Members
by State in FY '92**



Total Membership FY '92: 1,817

**By Agency and Member Type
(Library/Non-Library)**

AGENCY	LIBRARY			NON-LIBRARY		
	Members	Service Accounts	Service Dollars	Members	Service Accounts	Service Dollars
Agriculture	30	70	1,406,748	15	21	142,515
Commerce	15	82	6,165,162	4	6	114,224
Defense	55	174	3,108,533	29	61	549,904
Defense - Air Force	46	162	11,678,289	41	65	1,659,679
Defense - Army	122	504	14,748,289	38	80	1,641,095
Defense - Corps Engineers	43	167	1,731,784	1	2	6,959,714
Defense - Navy	75	323	8,905,204	118	172	2,926,504
Education	2	5	125,324	4	12	673,350
Energy	9	38	4,177,654	1	1	70,000
Executive Ofc President	1	13	305,760	0	0	0
Health and Human Services	39	170	3,880,262	30	52	495,608
Housing and Urban Dev	1	6	45,725	5	11	493,500
Interior	44	134	1,707,348	20	35	186,125
Justice	9	28	342,166	6	13	8,160,752
Labor	6	29	266,865	8	11	501,050
State	15	37	271,503	5	12	303,224
Transportation	9	27	16,695	11	23	890,807
Treasury	9	58	1,429,523	10	31	4,815,003
Veterans Affairs	31	45	2,299,755	4	5	157,400
Judicial	8	16	158,430	1	3	1,898
Legislative	22	66	3,044,631	9	13	56,306
District of Columbia	6	14	651,724	5	8	63,000
Independent	102	384	10,840,783	54	90	5,496,311
Quasi-Governmental	4	22	834,423	4	7	84,600
TOTAL	703	2,573	78,643,279	423	734	36,442,569

**By Agency and Payment Option
(Transfer/Direct Pay)**

AGENCY	TRANSFER PAY		DIRECT PAY	
	Service Accounts	Service Dollars	Service Accounts	Service Dollars
Agriculture	73	691,051	18	858,212
Commerce	65	887,883	23	5,396,875
Defense	180	3,384,172	12	274,265
Defense - Air Force	227	11,884,862	17	1,453,645
Defense - Army	584	13,569,781	11	2,820,302
Defense - Corps Engineers	169	1,706,497	6	6,985,000
Defense - Navy	495	9,753,707	9	2,078,000
Education	9	175,924	8	623,350
Energy	22	949,231	17	3,368,970
Executive Ofc President	4	114,000	9	191,760
Health and Human Services	191	2,640,022	31	1,741,847
Housing and Urban Dev	7	57,725	10	481,500
Interior	151	818,048	18	1,075,425
Justice	34	388,631	7	8,114,287
Labor	25	130,690	15	637,225
State	42	480,003	7	94,725
Transportation	38	830,517	11	576,984
Treasury	59	512,599	30	5,731,927
Veterans Affairs	18	193,518	32	2,263,357
Judicial	19	160,328	0	0
Legislative	67	1,023,687	12	2,077,250
District of Columbia	6	76,724	16	638,000
Independent	335	5,403,571	138	11,060,694
Quasi-Governmental	20	269,506	9	649,517
TOTAL	2,840	56,128,046	467	59,891,304

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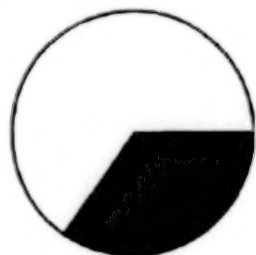
FEDLINK Vendor Statistics

Vendor services are classified under as Database Retrieval Services (online, CD-ROM, gateway, bibliographic utility), Publications Acquisitions Services (books, serials, document delivery and microforms), and Library Support Services (training and ILL fee payment). A pie chart shows the relative volume of Transfer Pay and Direct Pay accounts and service dollars according the service category and tables with the category-specific and vendor-specific detail follow. FEDLINK handles more than twice as many Transfer Pay database accounts as publications accounts, but the total publications service dollars exceeds database dollars. Serials services alone represent \$22.3 million compared with \$26.7 for Databases overall. The average Transfer Pay Database account is approximately \$14,200; the average Publications account is \$38,200. Direct Pay Database users represent \$44 million of the \$71 million in the Database Retrieval category.

Service Accounts and Service Dollars by Service Category FY '92

Transfer Pay Accounts

Database Retrieval
1,876

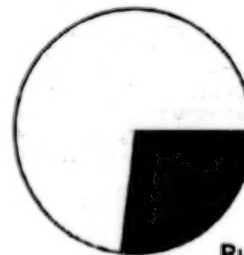


Library Support
233

Publications
731

Direct Pay Accounts

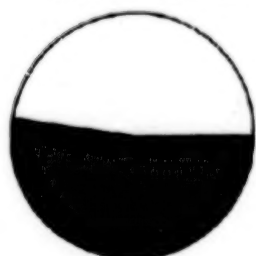
Database Retrieval
341



Publications
126

Transfer Pay Service Dollars

Database Retrieval
\$26.709 million

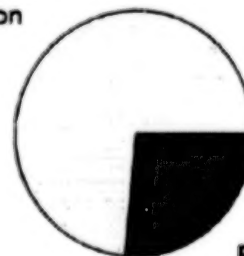


Library Support
\$0.24 million

Publications
\$29.18 million

Direct Pay Service Dollars

Database Retrieval
\$44.041 million



Publications
\$15.851 million

Database Retrieval — Online, Standalone, Gateway Bibliographic Utility
Publications — Books, Document Delivery, Microform, Serials
Library Support — Training, ILL, Miscellaneous

Summary

SERVICE CATEGORY	TRANSFER PAY		DIRECT PAY	
	Service Accounts	Service Dollars	Service Accounts	Service Dollars
I. Database Retrieval Services				
Online	1,199	18,413,610	324	42,199,730
Standalone (CD-ROM, Tape, Diskette)	180	2,928,392	15	1,767,871
Gateway	12	111,169	0	0
Bibliographic Utility	485	5,255,981	2	73,000
SUBTOTAL:	1,876	26,709,152	341	44,040,601
II. Publications Acquisitions Services				
Book Order	266	5,783,786	11	1,092,400
Document Delivery/Microforms	203	1,039,095	11	194,347
Serials Subscription	262	22,356,628	104	14,563,957
SUBTOTAL:	731	29,179,509	126	15,850,704
III. Library Support Services				
FEDLINK Training	232	165,384	N/A	N/A
ILL Pilot Project	1	74,000	N/A	N/A
SUBTOTAL:	233	239,384	N/A	N/A
TOTAL	2,840	56,128,045	467	59,891,305

**FY'92 FEDLINK Accounts and Dollars
by Service Category and Vendor Name**

<u>Vendor Name</u>	<u>Service ID</u>	<u>Number of Service Accounts</u>				<u>FY'92 Service Dollars</u>	
		<u>FY'89</u>	<u>FY'90</u>	<u>FY'91</u>	<u>FY'92</u>	<u>Transfer</u>	<u>Direct</u>
I. DATABASE RETRIEVAL SERVICES							
A. Online Electronic Database Services							
Aviation/Aerospace	AV	11	7	DM	DM	DM	DM
BRS Information Technologies	BR	207	164	150	76	431,495	4,500
Chemical Information Systems, Inc.	CI	25	25	23	16	79,209	0
Commerce Clearinghouse, Inc.	CC	5	0	6	3	500	23,500
Congressional Quarterly	CQ	39	33	31	23	115,771	283,775
Control Data	CD	1	-	-	0	0	0
Compusearch Software Systems	CF	28	28	16	10	49,788	17,950
Data Resources	DB	2	-	-	-	-	-
Datatek Corporation	DA	16	16	DA	DA	DA	DA
Datetimes	DA	DA	DA	20	16	123,249	28,200
Dialog Information Services, Inc.	DI	514	527	542	466	7,069,433	604,350
Dow Jones & Company, Inc.	DJ	18	13	15	13	36,264	240,500
DRI/McGraw-Hill	DM	AV	AV	9	6	11,500	344,262
D-S Marketing (Data-Star)	DS	4	6	9	11	55,489	0
Dun's Marketing Services	DU	14	15	19	15	592,574	2,507,338
Dwight's Energydata, Inc.	DY	-	-	-	1	0	40,000
EIC/Intelligence, Inc.	EI	1	-	-	-	-	-
H. W. Wilson Company	WI	64	48	55	28	152,635	N/A
InfoGlobe	IG	2	2	-	0	0	0
Information Handling Services, Inc. (Haystack)	IM	-	184	177	115	2,605,010	38,000
Information Handling Services, Inc. (Personnet)	PN	-	21	27	26	602,076	1,035,066
Information Services Associates	IS	10	-	-	-	-	-
Innovative Technology, Inc.	TL	42	30	35	10	72,923	0
Inventory Locator Service, Inc.	IL	18	-	-	-	-	-
I. P. Sharp, Inc.	SH	3	SH	SH	SH	SH	SH
Legi-Slate, Inc.	LL	31	29	44	39	455,935	824,935
Mead Data Central	ML	207	227	228	217	3,063,643	17,678,105
Mitsui & Company (USA), Inc.	NT	NT	NT	4	3	16,751	0
NewsNet, Inc.	NS	23	19	28	17	102,449	0
Nikkei Telecommunications	NT	4	4	NT	NT	NT	NT
OCR International	OS	-	-	1	1	20,000	0
Orbit Search Service	OR	OP	OP	65	37	210,675	N/A
Pergamon InfoLine	PI	OP	OP	OP	OP	OP	OP
Pergamon Orbit InfoLine, Inc.	OP	70	62	OR	OR	OR	OR
Potomac Systems, Inc.	PS	19	25	24	16	277,777	40,000
Prentice Hall Legal and Financial	PL	6	5	2	PH	PH	PH
Questel, Inc.	QU	7	-	-	-	-	-
Reuters Information Systems, Inc.	SH	SH	10	10	10	77,556	112,000
STN International	CA	57	55	64	57	381,415	1,687,875
Timeplace, Inc.	TE	0	4	3	3	2,250	300,000
TACTech, Inc.	TT	-	2	2	1	24,000	0
United Communications Group	UC	6	41	41	21	76,127	1,000
USNI Military Database	NI	44	UC	UC	UC	UC	UC
West Services, Inc.	WE	100	120	125	248	1,604,666	15,766,374

FFO Vendor Statistics continued

Attachment 6(c)

Vendor Name	Service ID	Number of Service Accounts				FY '92 Service Dollars	
		FY'89	FY'90	FY'91	FY'92	Transfer	Direct
Vu-Text Information Services	VT	34	33	DI	DI	DI	DI
Ziff-Davis Info Tech Co.	IM	111	IM	IM	IM	IM	IM
Subtotal		1,741	1,755	1,777	1,523	18,413,610	42,199,730
B. Standalone Electronic Database Services (CD-ROM, Tape, Diskette)							
Advanced Technology, Inc.	AT	-	-	-	0	0	0
CACI, Inc. - Federal	KF	-	-	-	0	0	0
CADIS	KD	-	-	-	0	0	0
Cambridge Scientific Abstract	SA	-	3	4	2	6,656	0
Chadwyck-Healey, Inc.	CH	-	0	0	-	-	-
Control Data	CD	1	-	1	0	0	0
Counterpoint Publishing	CP	-	-	-	1	1,874	0
Digital Directory Assistance, Inc.	DD	-	1	2	1	0	14,385
Disclosure	DR	-	-	-	1	7,000	0
Facts on File, Inc.	FF	-	-	1	2	1,400	0
Global Transactions, Inc.	GT	-	-	0	0	0	0
Government Counselling, Inc.	GC	6	-	-	-	-	-
Information Access Company	IA	-	-	1	3	58,929	0
Jaeger & Waldmann	YW	-	-	2	1	72,420	0
Janes Information Group	JN	-	-	3	-	-	-
Library Corporation	LC	-	-	1	1	3,600	0
Lotus Development Corporation	LO	-	-	5	0	0	0
National Standards Association	PM	-	144	131	110	1,690,801	79,420
National Standards Association	SK	-	-	-	5	61,880	0
Optical Publishing, Inc.	OT	-	9	8	5	200,897	0
Phinet (Maxwell McMillan)	PH	-	-	2	1	0	618,000
Procurement Automation Institute	PI	-	-	0	0	0	0
R. R. Bowker Electronic Publishing	RB	-	20	24	18	58,926	0
SilverPlatter	SP	-	10	17	-	-	-
Slater Hall Information	SL	-	1	1	-	-	-
Systems Exploration, Inc.	SX	-	-	0	0	0	0
Tax Analyst	TA	-	1	1	-	-	-
Thomas Evans	TH	-	-	0	-	-	-
University Microfilms International	UR	-	-	3	7	79,020	21,000
USA Information	UA	-	14	14	11	82,914	0
Subtotal		7	203	221	195	2,928,392	1,767,871
C. Electronic Gateway Services							
CompuServe	CS	38	-	-	-	-	-
Desktop Data, Inc.	DT	-	-	-	1	24,900	0
Telebase Systems	EN	16	13	15	11	86,269	0
Western Union Telegraph Co.	EL	9	2	-	-	-	-
Subtotal		63	15	15	12	111,169	0
D. Bibliographic Utility Services							
OCLC and OCLC Europe	OC	-	466	477	465	5,201,383	N/A
Research Libraries Group (RLIN)	RL	-	15	19	14	39,921	73,000
Western Library Network (WLN)	WL	-	5	6	8	14,677	0
Subtotal		-	486	502	487	5,255,981	73,000
DATABASE RETRIEVAL SUBTOTAL			2,459	2,513	2,217	26,709,152	44,040,601

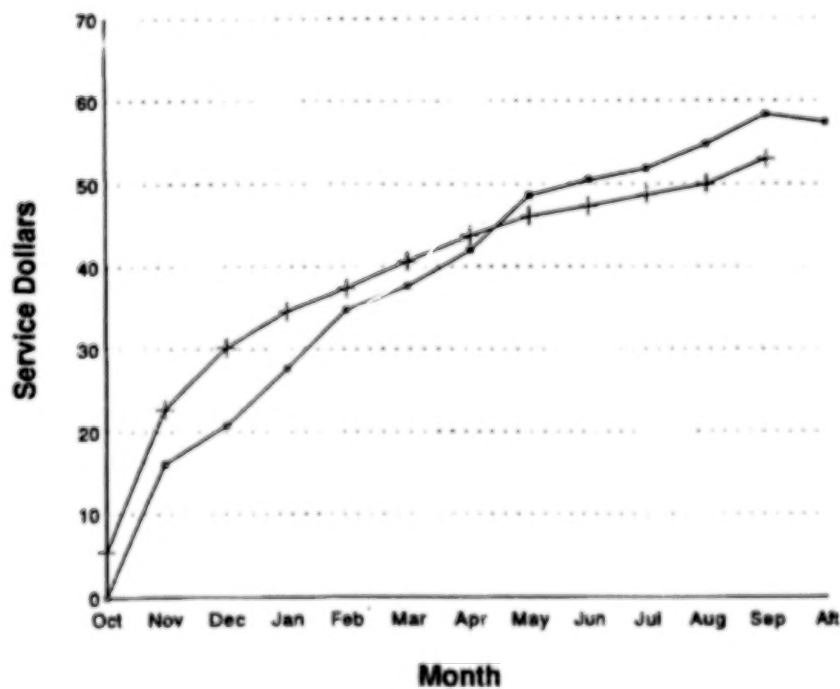
<u>Vendor Name</u>	<u>Service ID</u>	<u>Number of Service Accounts</u>				<u>FY'92 Service Dollars</u>	
		<u>FY'89</u>	<u>FY'90</u>	<u>FY'91</u>	<u>FY'92</u>	<u>Transfer</u>	<u>Direct</u>
II. PUBLICATIONS ACQUISITIONS SERVICES							
A. Serials Subscription Services							
American Overseas Book Co, Inc.	OB	-	15	89	30	928,427	1,075,760
EBSCO Subscription Services	EB	-	168	183	151	6,944,392	3,633,206
F. W. Faxon Company	FX	-	216	235	174	14,243,930	9,744,790
Readmore, Inc.	RE	-	7	18	11	239,879	110,200
Subtotal			406	525	366	22,356,628	14,563,957
B. Book Order Services							
Ambassador Book Service	AB	-	52	65	61	979,895	102,000
American Overseas Book Co, Inc.	OV	-	83	98	3	19,773	0
Baker & Taylor Books	BA	-	97	111	95	2,682,516	522,000
Blackwell North America	BN	-	-	10	44	888,429	447,000
Brodart Company	BD	-	-	5	18	539,740	3,000
EBS Inc., Book Service	ES	-	44	39	2	10,997	0
Ingram Library Service	IB	-	-	-	1	2,135	0
Midwest Library Service	MW	-	-	4	14	162,106	0
Professional's Library	MP	-	-	7	21	272,149	0
Rittenhouse Book Distributors	MR	-	-	5	18	226,047	18,400
Subtotal		-	276	344	277	5,783,786	1,092,400
C. Document Delivery and Microform Acquisitions Services							
American Overseas Book Co. Inc.	UB	-	-	1	3	21,691	0
British Library Document Supply Centre	BL	-	41	49	33	51,773	0
Congressional Information Service	CN	-	-	2	3	146,452	0
Disclosure, Inc.	UK	-	-	1	0	0	0
Dynamic Information, Corp.	UD	-	-	2	0	0	0
Engineering Information	UE	-	-	0	2	600	0
Information on Demand	IF	-	48	61	47	155,638	750
Information Specialists	US	-	-	0	4	7,811	0
The Information Store, Inc.	SM	-	12	19	15	31,655	3,500
Research Publications	RD	-	-	1	0	0	0
University Microfilms Intl	UM	-	130	135	129	623,475	190,097
Subtotal		-	231	271	214	1,039,095	194,347
PUBLICATIONS SUBTOTAL		-	903	1,140	857	29,179,509	15,850,704
III. LIBRARY SUPPORT SERVICES							
FEDLINK Training	FT	-	-	304	232	165,384	N/A
ILL Pilot Project	IN	1	1	1	1	74,000	N/A
LIBRARY SUPPORT SUBTOTAL		1	1	305	233	239,384	N/A
IV. GRAND TOTAL							
GRAND TOTAL		-	3,373	3,958	3,307	56,128,045	59,891,305

FY '92 Budget and Billed Revenue Statistics*

	FY'91		FY'92	
	Approved Budget	Billed Revenue	Revised Budget	Billed Revenue
PROGRAM BUDGET (FEES)	3,380,335	4,219,172	3,942,181	3,942,181
FEDLINK Direct	2,824,420	3,559,154	3,391,082	3,391,082
LC Indirect	555,919	660,019	551,099	551,099
LC Overhead	488,655	575,512	475,536	475,536
Constituent Services Overhead	67,264	84,506	75,563	75,563
TRANSFER SERVICE DOLLARS	45,000,000	58,325,616	55,315,813	55,315,813
TOTAL IAG VALUE	48,380,339	62,544,787	59,257,994	59,257,994

* Year-end billing statistics from the LC Budget Office Summary of FY '92 Revenue for the FEDLINK Program as of September 30, 1992.

Service Dollars Transferred by Month FY '91 - FY '92



FISCAL YEAR	
—◇— FY '91	—+— FY '92
\$57,371,727	\$55,315,813

FEDLINK Fiscal Operations Processing Statistics

FEDLINK Process	Transactions During FY'91			Transactions During FY'92		
	FY'91	Prior Year	TOTAL	FY'92	Prior Year	TOTAL
Member Services - IAGs						
Interagency Agreements (IAGs)	1,262	0	1,262	1,122	5	1,127
IAG Amendments	2,163	306	2,469	2,992	2,094	5,086
Delivery Orders	7,179	1,112	8,291	5,885	1,939	7,824
Transfer Pay Accounting Services						
Invoices *	86,173	*15,542	101,715	65,268	29,464	94,732
Statements	25,747	2,975	28,722	24,457	18,109	42,566
Member Services - Communications **						
Hotline Calls	12,286	**	12,286	10,043	**	10,043
ALIX-FS Logins	NA	NA	NA	330	**	330

* FY '90 invoice data converted from the FLAIR system is included as prior year processing under FY '91 even though the conversion occurred during FY '92

**Current and prior year transactions are not distinguished in Communications statistics.

END

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